



Position Details

Position title:	Venue and Events Duty Officer
Award Classification:	Band 4
Department:	Property and Assets
Division:	Customer, Operations and Infrastructure
Date Approved:	July 2024
Approved By:	Manager Property & Assets

Organisational Relationships:

Reports To:	Venue Operations Officer
Supervises:	N/A
Internal Stakeholders:	Council Employees and Managers, Executive Team and Councillors
External Stakeholders:	Residents, members of the public, government representatives, Statutory Authorities, clients, suppliers, consultants and Contractors.

Position Objectives

- Assist with the efficient operation of Council’s venues including halls, meeting rooms and servicing events in venues across the municipality
- To provide high level customer service to both internal and external customers

Key Responsibilities and Duties

- Key responsibilities and duties will include but are not limited to;
- Liaise with the public, event organisers, users, contractors and Council staff on an as needed basis to ensure the facilities and resources are used and maintained correctly
- Undertake the opening and closing activities of the venues for rostered events and meetings.



- Physical setup and pack down of tables, chairs, staging pieces, additional furniture and audio-visual equipment for meetings and events within council venues
- Monitor usage of council venues to ensure hirers comply with Council's Conditions of Hire & Use
- Provide hirers with support regarding the use of the facility and accompanying audio-visual equipment
- Act as onsite emergency warden to ensure the safety and risk mitigation of rostered events and meetings within Council Venues
- Brief and liaise with Council's contracted security on event requirements
- Food distribution and service of catering and beverages in line with relevant legislation and Council Policies.
- Report all maintenance issues and damages in a timely manner
- Attend training and induction programs as directed
- Comply with all workplace policies and procedures relevant to Occupational Health & Safety to ensure that perceived Health and Safety issues/hazards/risks are immediately reported
- Maintain a clean, neat, presentable appearance, wearing the issued uniform and maintaining a high standard of personal hygiene
- Carry out additional tasks as directed by the Production Lead and/or the Team Leader Venue Management
- Requirement to enhance venue/hirer relationships through the delivery of consistently high levels of service during the hire period and oversee venue related services specific to events

Accountability and Extent of Authority

- Responsible for providing support to meetings, events and general venue management tasks including the preparation of presentations for clients. This may include; after hours, Weekends and Public Holidays
- Provide proactive support, advice and information to the groups or individual hirers of the venues.
- Work independently as directed by the Production Lead or Team Leader, Venue Management
- Ensure the venues are presented impeccably for events and meetings within agreed service standards
- Ensure the quality and timeliness of allocated work is adhered to and reported on as required.
- Authority to manage security and other contracted personnel at various functions in venues within the Municipality



- Ensure the necessary actions are undertaken in an emergency to ensure the health and safety of hirers and other members of the public

Judgement and Decision Making

- The incumbent is responsible for providing support services to events/meetings within the venues as directed by the Production Lead and/or the Team Leader, Venue Management.
- Solve day to day problems with regards to preparing Council venues in accordance with operational policies and procedures and daily work schedules. Guidance and advice are available.
- Ability to make decisions and become the person in authority when required in an emergency based on the Fire Warden training provided by Council
- Monitor and report on the maintenance audits of buildings and equipment. Ensure compliance with relevant legislative, regulatory requirements.

Specialist Skills and Knowledge

- Demonstrated knowledge and understanding of the principles of good customer service in hospitality and/or events management
- Experience in preparing and maintaining reasonable sized facilities for functions and events
- An understanding of food and beverage service, including the legal requirement of these services
- Ability to work from detailed job sheets and floor plans for function set ups as face to face event briefing not always provided
- Knowledge of Occupational Health & Safety procedures including correct manual handling techniques
- Knowledge of security, safety and risk management procedures for venues and events
- Knowledge of various audio-visual equipment including sound and lighting

Management Skills

- Strong ability to manage own time, problem solve, prioritise, work under pressure, organise own workload and plan work to meet deadlines and functional requirements of the role simultaneously
- Actively promote a high-quality service culture through personal leadership and the management of contractors.,
- Ability to work autonomously and provide accurate judgement calls to clients to achieve desired outcomes
- Guide and train other staff in routine processes and procedures



Operational Health & Safety

- Take every reasonably practicable step to ensure your health and safety, and the health and safety of all others that may be affected by your work
- Comply with all relevant legislation and regulation, as well as City of Port Phillip policies and procedures and reasonable work instructions
- Ensure that all hazards, unsafe conditions, incidents and near misses are reported promptly and within set timeframes
- Participate as appropriate in an early and safe return to work program after a workplace injury
- Participate in the improvement of health and safety, including incident investigations and risk management processes
- Maintain knowledge of OHS issues relevant to your work

Interpersonal Skills

- Excellent oral, written and interpersonal skills with a strong customer service focus.
- Ability to communicate effectively with people of all ages, backgrounds and capabilities and relay client feedback accordingly.
- Ability to deal effectively, discreetly and courteously with Councillors, other employees and members of the public to provide a high standard of service.
- Maintain a clean, neat, presentable appearance, wearing the issued uniform and maintaining a high standard of personal hygiene
- Ability to problem solve and resolve issues and concerns as they arise while on duty
- To act in a professional manner, demonstrating the following behaviours – positive attitude, adaptable, flexible and lateral/developmental thinking

Qualifications and Experience

- Substantial work experience in the service industry, preferably in a variety of services (hospitality/events etc)
- Demonstrated experience in functions maintenance and preparation of function venues
- Understanding of security and risk management procedures for halls and function venue
- Physically capable of performing manual handling duties



Mandatory Requirements

- Current full Victorian Driver's Licence
- Current and valid Employee Working with Children's Check (WWCC)
- Current Responsible Service of Alcohol (RSA) certificate
- Current Food Handling certificate

Child-Safe Standards

- Maintain a child safe culture at City of Port Phillip by understanding and activating your role in preventing, detecting, responding and reporting suspicions of child abuse to the relevant authorities by adhering to relevant City of Port Phillip policies and relevant legislation.

Occupational Health and Safety Responsibilities

All employees of City of Port Phillip are responsible for maintaining and ensuring the OHS programs in their designated workplace as required by the Occupational Health and Safety Act 2004. Where applicable this includes taking every reasonably practicable step to ensure the health and safety of employees, contractors, visitors, and members of the public through identifying hazards, assessing risk, and developing effective controls within the area of responsibility and by adhering to relevant City of Port Phillip policies and legislation. Our leaders are responsible for championing and enhancing safety in our organisation.

Diversity and Equal Employment Opportunity

- The City of Port Phillip welcomes people from diverse backgrounds and experiences, including Aboriginal and Torres Strait Islander peoples, people from culturally and linguistically diverse (CALD) backgrounds, LGBTIQ+, people with disability, as diversity and inclusion drives our success. Our leaders are responsible for championing and enhancing diversity and inclusion in our Organisation and City.

Security Requirements and Professional Obligations

Pre-employment screening will apply to all appointments.

Prior to a formal letter of offer, preferred applicants will be asked to provide:

- Evidence of mandatory qualifications/registrations/licences,
- Sufficient proof of their right to work in Australia
- Sufficient proof of their identity.
- Complete a National Police Check completed via City of Port Phillip's Provider.
- Evidence of a Working with Children Check (employee type with City of Port Phillip registered as the organisation).



- And be required to undertake a pre-employment medical check (at the cost of the council)

Key Selection Criteria

- Experience in a similar hospitality and event operations role preferred
- Experience working with audio visual, sound and lighting equipment
- Experience working efficiently as a team member and providing excellent customer service as well as positively contributing to the team
- Well-developed verbal and written communication skills and the ability to deal with a wide range of people
- Demonstrated organisational and problem-solving skills and being the person of authority in an emergency
- Current Australian full driver's license, Responsible Service of Alcohol certificate, Emergency Warden or willing to obtain, Employee Working with Children's certificate, Food Handling certificate or willing to obtain, Elevated Work Platform (under 11 meters)

City of Port Phillip celebrates a vibrant and diverse work environment and community, which includes people of Aboriginal and/or Torres Strait Islander background, people of diverse sexual orientation and gender, people from culturally and linguistically diverse backgrounds and people of varied age, health, disability, socio-economic status, faith and spirituality. Employees are able to develop both professionally and personally whilst planning and delivering a range of important services and programs to the community.