

# WHITEHORSE CITY COUNCIL

## Position description

<b>Job title:</b> Venue and Event Sales and Administration Supervisor - Box Hill Town Hall	
<b>Classification:</b> Band 6	<b>Effective Date:</b> October 2024
<b>Reports to:</b> Cultural Infrastructure Lead	<b>Tenure:</b> Permanent Full Time

### About Us:

At Whitehorse City Council, community is at the heart of everything we do.

We aspire to be a healthy, vibrant, prosperous and sustainable community. We enable this through strong leadership and community partnerships.

We strive to stay ahead of evolving changes and needs of our community.

Our five key principles empower our employees to be innovative and provide an excellent customer experience. We are a resilient organisation where everyone belongs.



### CREATe - Our Values and Behaviours:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. Our employees 'live' these shared values. In living these values we also ensure that everyone has a voice and that everyone matters.

#### Collaboration

We work flexibly together to achieve outcomes and solve problems.

#### Respect

We actively listen, value diversity and care.

#### Excellence

We adapt, respond, learn and grow.

#### Accountability

We take responsibility and follow through on our promises.

#### Trust

We act with integrity and are empowered to make decisions.

City of Whitehorse is a culturally and linguistically diverse community. We are proud of the diversity of our workforce and recognise the strength this provides in meeting the needs of our community. We are committed to upholding a safe, inclusive and respectful workplace that values the contribution of all.

Whitehorse City Council is committed to being a child safe organisation. We recognise our responsibilities to keep children and young people safe from harm and have established policies, procedures and training to achieve these commitments.

## Goal Statement

Provide Event Sales and Administration Services at Box Hill Town Hall and oversee the administration and customer service of Community Halls/Senior Citizen Centres and assist the Cultural Infrastructure Lead to position the Box Hill Town Hall as a market focused business with a commitment to quality and continuous improvement.

## Key Responsibilities

### *Position Specific Responsibilities*

- Sales and Event planning – including continuous improvement via research and development and implementation of new processes and best practice procedures within the Hospitality and Event Industry
- Preparation and presentation of event contracts and quotations.
- Development and implementation of planning and marketing strategies to increase income.
- Oversee and administer client liaison and administration team.
- Co-ordinate sales invoices and payments.
- Maintenance and management of client records and files.
- Production of utilisation and revenue statistics.
- Conduct tours of the venue with prospective clients.
- Benchmarking across various areas of the business unit and provide regular reporting to the Cultural Infrastructure Lead.
- Supervise the efficient management, administration, operation and customer services of the Community halls and other associated spaces i.e. Senior Citizen centres.
- Work as a team member and provide support as required across all areas of the department.
- Collaborate with team members, in particular the Venue and Event Services Supervisor and Cultural Infrastructure Operations Supervisor to create best outcomes and best practice.

### *Corporate Responsibilities*

- Adhere to all Corporate Policies, Procedures and the Organisational Goals and Values in the current Whitehorse City Council Collective Agreement.
- Understand and adhere to the Risk Management Policy (as it relates to the employees work area) and related procedures that are designed to minimise injury and/or loss to individuals, assets and equipment.

- Report any matters that may impact on the safety of Council employees or citizens, assets and equipment.

### Accountability and Extent of Authority

**Budget:** Achieve budget targets by maximising event room hire and catering.

**Staff responsibility:** The position is responsible for, when applicable, the recruitment, supervision and training of the Venue and Event Administration Officer and the Cultural Infrastructure Administration Officer.

### Judgement and Decision Making

The role may involve problem solving using departmental guidelines, technical knowledge and experience. Guidance and advice would usually be available within the time to make a choice.

- Research and Develop Marketing strategies for increased sales and marketplace positioning.
- Regularly review and implement the venue's conditions of hire.
- Ensure the venue's contractual obligations to its clients are fulfilled.
- Use creativity and initiative in solving problems.

### Capabilities

- Ability to organise workload to meet timeframes and deadlines.
- Ability to maintain customer focus under pressure.
- Understanding of function and event centre operations desirable.

### Technology

- Demonstrated outstanding proficiency with office software, especially Microsoft products such as Word and Excel and Ungerboeck (or similar).
- An understanding of Website SEO and Social Media content planning, writing and implementation.

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### Qualifications and Experience

- Relevant tertiary qualification combined with experience or substantial experience in the events industry.
- Sound event administration and customer service experience.
- Event management and planning experience.

- Experience in event marketing and or strategic sales planning specifically in the event industry.
- Experience in the preparation and understanding of reporting including budgets and client financial statements.

### Interpersonal Skills

- Requires the ability to gain the co-operation and assistance from clients, members of the public and other employees in the supervision of Venue and Events activities and for the supervision of other employees.
- Effective oral and written communication skills to enable the preparation of written reports and documentation related to the role and for the provision of outstanding customer service, and problem solving.
- Conflict resolution skills.
- Good presentation skills

#### Key Relationships:

- Liaise with staff and management across the organisation.
- Maintain a professional relationship with external bodies including BHTH Hub tenants.
- Guide the Venue and Event Administration Officer and Cultural Infrastructure Admin Officer regarding administration and customer service for Community Halls and Community Groups

### Management Skills

- High level attention to detail.
- Positive self-starter with demonstrated ability in personal time management.
- Demonstrated leadership ability.
- Good marketing skills

### Application Requirements

- Satisfactory National (and International as applicable) Criminal History Check.
- Working with Children Check.
- A valid Victorian driver's licence.

### Key Selection Criteria

1. Relevant tertiary qualification combined with experience or substantial experience in the Events industry in a sales, marketing and administration capacity.

2. Experience in event marketing and or strategic sales planning specifically in the event industry.
3. Demonstrated outstanding proficiency with office software, especially Microsoft products such as Word and Excel and Ungerboeck (or similar) and website and social media maximisation.
4. Requires the ability to gain the co-operation and assistance from clients, members of the public and other employees in the planning and sales of Venue and Events activities and for the supervision of other employees.
5. Effective oral and written communication skills to enable the preparation and review of written reports and documentation related to the role and for the provision of outstanding customer service, and problem-solving including experience in the preparation and understanding of reporting including budgets, quotes, contract documentation and financial processes.

## Physical Requirements

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
<b>Kneeling/Squatting</b> Tasks involve flexion/bending at the knees, ankle, and waist in order to work at low levels.	General cleaning	Up to once per day	
	CPR	Rarely	
	First Aid	Rarely	
	Rubbish picks up	Up to once per day	
<b>Hand/Arm Movement</b> Tasks involve use of hand/arms	Moving chairs	Daily	
	Reorganising shelves	infrequent	
	General cleaning	Up to once per say	
<b>Bending/Twisting</b> Tasks involve forward or backward bending or twisting at the waist.	Vacuuming	Infrequent	
	Stocking photo copier	Every 2 days	
	Filing	Daily	
<b>Standing</b> Tasks involve standing in an upright position.	Filing	Daily	
	Photocopying	Daily	

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
<b>Reaching</b> Tasks involve reaching above head, and above and equal to shoulder height	For files, crockery, glass wear,	Rarely	
	Store retrieval	Rarely	
<b>Walking</b> Tasks involve walking on slopes and walking whilst pushing/pulling objects.	From room to room	Daily	
	General duties	Daily	
<b>Lifting/Carrying</b> Tasks involve raising, lowering and moving objects from one level position to another +	Chairs	Sometimes	
	Tables	Sometimes	
	Crockery	Sometimes	
	Waste	Rarely	
	Files	Frequently	
<b>Pushing/Pulling</b> Tasks involve pushing/pulling	Trolley's (stores and equipment)	Rarely.	

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
away, from and towards the body			
<b>Keyboard Duties</b>  Tasks involve sitting at workstation and using computer.	Typing	Frequently	
	Writing	Frequently	
<b>Satisfactory Vision</b>  Standard of vision required equal to that required for driver's licence	Tasks involve reading writing	Required at all times - must meet minimum requirements as per Track Safety Standard	
<b>Hearing – Lifeguard and School Crossing only</b>	Tasks involve listening to clients.	Required at all times - must meet minimum requirements as per Track Safety Standard	



