



WHITEHORSE CITY COUNCIL

Position description

Job title: Event Support Officer, Box Hill Town Hall, Community Halls and Town Hall Hub	
Classification: Band 3	Effective Date: October 2024
Reports to: Venue and Events Services Supervisor	Tenure: Casual

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

Position description

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

To deliver a range of support services essential to the facilities management of the Box Hill Town Hall, Community Halls and Town Hall Hub (and other Arts and Cultural Services facilities as required), including customer service, security, room set ups and pack downs and cleaning tasks.

Key Responsibilities

Position Specific Responsibilities

Assistance to Hirers (including caterers)

- Conduct site tours and visits to potential clients.
- Provide efficient and courteous customer service to clients and patrons.
- Setting up of rooms/halls according to hirer's requirements and provision of instructions for operation of equipment.
- Completion of function/hall hire reports.
- Providing technical support in the form of assisting with projectors, laptops, sound and lighting equipment set up and operation.

Security and OH&S

- Ensure effective opening, closing and security of the centre in accordance with Centre policies and at times solo shifts at night.
- Assist patrons in the event of an emergency evacuation.
- Act as a Chief Fire Warden in emergency evacuations.
- Work in accordance with safe work practices, guidelines for the operation of equipment and OH&S policies and procedures.

Cleaning and minor maintenance

- Undertake cleaning tasks as required.
- Ensure that foyer and toilets are kept clean and serviced during activities.
- Attend to minor maintenance as required (e.g. changing light bulbs).
- Report any equipment/building faults to the Supervisor or Lead.

Catering Operations

- Provide services at Council functions as directed.
- Set-up and replenish refreshment provisions for clients.

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: Nil

Staff responsibility: Nil

Judgement and Decision Making

This position requires the use of personal judgement. The nature of the work is usually specialised with procedures well understood and clearly documented.

Qualifications and Experience

- Knowledge of building/venue operations.
- Experience in the provision of general cleaning duties.
- Customer service skills.
- Knowledge of audio-visual equipment including troubleshooting.
- Ungerboeck or similar CRM/Booking systems desirable.
- First Aid Certificate.
- Responsible Serving of Alcohol Cert.
- Food Handling Cert.

Interpersonal Skills

- Written and oral communications skills to enable positive interaction with and gain cooperation and assistance from clients, patrons and other employees.
- Appreciation of the different needs of individuals and the ability to convey tolerance and sensitivity to patrons, values and beliefs.
- Friendly, enthusiastic and professional approach.
- Ability to write standard reports.

Technology

- Familiarity with Microsoft Office suite.
- Experience with CRM and venue hire booking systems.

Key Relationships:

The incumbent liaises with staff and management across the organisation and is required to maintain professional relationships with clients, client groups, external suppliers, contractors, community groups.

Capabilities

- Physical ability to manoeuvre chairs tables and specialist equipment in a safe manner in accordance with Occupational Health and Safety Standards.
- Ability to work as part of a team and assist other employees in their duties where required.
- Short listed candidates may be required to attend a pre-employment medical examination.

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. Knowledge of venue and events operations
2. Written and oral communications skills to enable positive interaction with and gain cooperation and assistance from clients, patrons and other employees.
3. Appreciation of the different needs of individuals and the ability to convey tolerance and sensitivity to patrons, values and beliefs
4. Physical ability to manoeuvre furnishings and manage set ups in a timely manner.
5. Available to work evenings, weekends and public holidays as well as early mornings and day shifts.

Physical Requirements

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

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
Tasks involve standing in an upright position.	Photocopying	Daily	
	Room set up	Frequently	
	Room pack down	Frequently	
Reaching Tasks involve reaching above head, and above and equal to shoulder height	For files, crockery, glass wear,	Frequently	
	Store retrieval	Frequently	
Walking Tasks involve walking on slopes and walking whilst pushing/pulling objects.	From room to room	Daily	
	General duties	Daily	
Lifting/Carrying Tasks involve raising, lowering and moving objects from one level position to another +	Chairs	Frequently	
	Tables	Frequently	
	Crockery	Frequently	
	Waste	Frequently	
	Files	Sometimes	

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	<i>Comments</i>
Pushing/Pulling Tasks involve pushing/pulling away, from and towards the body	Trolley's (stores and equipment)	Frequently	
Keyboard Duties Tasks involve sitting at workstation and using computer.	Typing	Sometimes	
	Writing	Soimetimes	
Satisfactory Vision 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	

