Whitehorse City Council

Position description

Position title: Venue and Event Sales and Administration Supervisor - Box Hill Town Hall	
Classification: Band 6	**Effective Date**: November 2026
Reports to: Co-ordinator Creative Infrastructure	**Tenure**: Permanent

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	Respect	Excellence	Accountability	Trust
We work flexibly together to achieve outcomes and solve problems.	We actively listen, value diversity and care.	We adapt, respond, learn and grow.	We take responsibility and follow through on our promises.	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.
- Manage the timeline of event administration including meeting crucial event handover milestones
- 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.
- Grant Assessments as required
- 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.

Supervisor

- Ensure adherence to all Corporate Policies, Procedures and the Organisational Goals and Values Principles in the current Whitehorse City Council Collective Agreement by all staff under supervision.
- Ensure the organisation is aware of and compliant with relevant statutes and legislation.
- Responsible for the financial and contractual management of agreements, with demonstrated experience and evidence of accountability in overseeing financial performance, compliance, and contract delivery.
- Identify and develop changes to policy and procedure in areas of responsibility.
- Ensure that risk management principles are adopted in all decision-making processes within the team.
- Undertake identification, reporting and resolution of risk management activities (including that staff are appropriately trained) and ensure that all relevant operating procedures provide for a safe working environment.
- Apply sound financial management techniques to team budget processes.
- Provide equitable and sound supervision of staff, (including ensuring appropriate training, development and motivation) to ensure that team KRA's are met and contribute to the strategic objectives of the team.
- Ensure appropriate care and use of assets and equipment.

Accountability and Extent of Authority

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

Staff responsibility: The position is responsible for, when applicable, the recruitment, performance, 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.

Specialist Knowledge and Skills

Licences and Experience:

- Essential licences: RSA, First Aid
- Essential experience, knowledge and skills.
    - Significant experience in Event Sales, Management and Marketing
    - Proficiency in contract administration
    - Proficiency in hospitality and audio-visual procedures including any relevant Acts, Regulations,
    - Proficiency in Budgeting, Policy formulation etc

Technology:

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

Qualifications and Experience

Qualifications/ Certificates:

- 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 Bookable (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, time management 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
Reaching Tasks involve reaching above head, and above and equal to shoulder height	For files, crockery, glass wear,	Rarely	
Bending/Twisting Tasks involve forward or backward bending or twisting at the waist.	Store retrieval	Rarely	
Walking Tasks involve walking on slopes and walking whilst pushing/pulling objects.	From room to room	Daily	
Reaching Tasks involve reaching above head, and above and equal to shoulder height	General duties	Daily	
Lifting/Carrying Tasks involve raising, lowering and moving objects from one level position to another +	Chairs	Sometimes	
Physical Functional Demand	Waste	Rarely	**Comments**
Pushing/Pulling Tasks involve pushing/pulling away, from and towards the body	Trolley's (stores and equipment)	Rarely	

Keyboard Duties Tasks involve sitting at workstation and using computer			
Satisfactory Vision Standard of vision required equal to that required for driver's licence	Trolley's (stores and equipment)	Rarely.	

Any other relevant comments: