

# WHITEHORSE CITY COUNCIL

## Position description

<b>Job title:</b> Visitor Services Team Leader	
<b>Classification:</b> Band 6	<b>Effective Date:</b> July 2022
<b>Reports to:</b> Venue Manager The Round	<b>Tenure:</b> 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

## 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

The Visitor Services Team Leader will ensure outstanding client and patron visitor service experiences are delivered to meet the business needs for The Round. The position will promote a customer orientated quality service culture for the venue and visitor service teams to ensure our community are met with exceptional service standards.

The position will coordinate all Box Office and Administration Services and Front of House operations with seamless system functionality, revenue generation and the delivery of excellent customer and client experiences at The Round.

## Key Responsibilities

### *Position Specific Responsibilities*

#### Leadership & People

- As a member of the leadership team, provide expertise and best practice thinking to continuously improve service delivery to all stakeholders (internal and external).
- Provide leadership and management of the Visitor Services team to ensure excellent customer experiences are provided with the Box Office, Foyer Bar and Front of House services.
- Create a culturally inclusive environment with accessibility and outreach to community members including CALD, LGBTQIA+ and First Nations communities.
- Ensure effective communication systems exist within The Round, provide on-going training, development, and rostering for the Visitor Services team.

#### Visitor Experience

- Ensure all customer enquiries are responded to professionally and/or directed appropriately.
- Create a culturally inclusive program and environment with accessibility and outreach to community members including CALD, LGBTQIA+ and First Nations communities.
- Liaise with all stakeholders as required to ensure ticketing and customer service information is accurate and communicated effectively.
- Liaise with the hirers, prospective hirers and internal stakeholders to manage their requirements, expectations and oversee the delivery of service.
- Responsible for responding, diffusing and resolving complaints that have been escalated to this position.

- Work in a high paced and changing environment with a commitment to continuous improvement and innovation.
- Strong ability to think independently and problem solve within tight timeframes.
- Develop, deliver and maintain procedures, templates and guidelines in relation to Box Office, Foyer Bar and Front of House operations.
- Oversee the management and resolution of visitor complaints and incidents.
- Coordinate the effective management of the venue's digital assets.
- Out of hours work is required for this role to deliver services and events.

#### Planning, Strategy & Contract Management

- Develop strategies to maximise ticket sales ensuring ticket builds and seat inventory management is undertaken.
- Develop strategies to maximise food and beverage sales and ensure the appropriate strategies are in place for stock management, reconciliation, and cost mitigation.
- Provide data to marketing officers and input into the creation, delivery and evaluation of marketing campaigns to promote the various shows presented at The Round
- Responsible for contract and management of the Ticketing, Point of Sale and all other Front of House software operating systems.

#### Finance, Business Improvement & Reporting

- Ensure systems and processes deliver accurate financial reconciliation, data collection and analysis and report writing to meet business needs.
- Prepare The Round's utilisations data for monthly, quarterly and annual reporting, including reporting against Departmental KPI's.
- Monitor and document feedback to ensure suggestions are integrated to improve visitor service outcomes.
- Monitor and document customer feedback to ensure improvements are integrated to develop clients and customer service and technical operations.
- Develop and maintain a deep understanding of business needs, venue data and processes in order to ensure existing and new core business Applications are tailored and fit for purpose.
- Provide ongoing support and development across Core Business Applications eg. CRM and PowerBI, Event and Venue Management and Ticketing
- Subject matter expert providing support to the business on the capabilities of Applications.

### Compliance, Safety & Emergency Management

- Ensure all venue services staff, volunteers and visiting contractors adhere to the Centre's Occupational Health and Safety policies and practices.
- Supervision of public safety during shifts, acting as Chief Warden, calling an evacuation or an ambulance as required.

### *Corporate Responsibilities*

#### Supervisor/Team Leader/Venue Manager

- 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.
- 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.
- Support, enable and encourage strategies and actions identified in Council's Gender Equality Action Plan (GEAP) to improve workplace gender equality.
- Champion a safe environment for children and young people in accordance with Council's commitment to Child Safety

### **Authority**

#### Budget:

- The position is responsible for the Box Office and Bar income and expenditure targets under the supervision of the Venue Manager.
- Significant experience is required in managing and producing a wide range of event budgets, including their future planning and day-to-day management.

#### Staff responsibility:

- The position is responsible for the management and leadership of the Visitor Services Team.

#### Decision Making:

- Provides leadership and management of the Visitor Services team and reports regularly to the Venue Manager, The Round.
- The position has the authority to operate within Council policies and procedures and is governed by clear objectives and budgets.
- Provides input into relevant policies and procedures and plays a key role in developing guidelines for the daily operation of the Box Office, Foyer Bar and Front of House.
- Authority to make decisions regarding day-to-day management of the position.
- Decisions of a politically sensitive nature must be referred to the Venue Manager.
- Work with the Visitor Services team to identify, develop and implement business improvement methods. Evaluate the effectiveness of improvements.
- Accountable for the establishment of positive relationships and effective communication with Council partners, including arts and creative industry organisations, as well as other key stakeholders.
- Responsible for responding, diffusing and resolving complaints that have been escalated to this position.
- Guidance and advice are usually available if required.
- Accountable for monitoring and reporting of budgetary items.
- Supervision of public safety during shifts, for example acting as Chief Warden, calling an evacuation or an ambulance, as required.

#### Key Relationships

- Demonstrated ability to build positive working relationships within the Visitor Service Team and wider venue team.
- Liaise with counterparts in the industry, other organisations and with staff, with the ability to discuss and resolve common problems.
- Establish positive relationships with Council partners and arts and creative industry organisations.
- Demonstrated understanding of cultural diversity and the needs of a culturally and linguistically diverse community.

## Skills and Attributes

### Qualifications/Certificates/Licences and Experience

- Degree or diploma in a relevant field plus relevant experience or lesser formal qualifications and more significant experience.
- Demonstrated ability to lead or manage a team in a customer service environment.
- A valid Victorian driver's licence.
- Satisfactory National Criminal History Check.
- Working with Children Check.

### Technology

- Well-developed skills in MS Office, Business Applications and digital asset management (website, social channels, video editing).
- Ability to utilise ticketing and event management systems to understand and create relevant reports.

### Interpersonal

- Excellent written communication skills to produce various reports, promotional content and other communications.
- Excellent verbal communication skills to communicate effectively with a wide range of customers and clients.
- Ability to liaise with customers and resolve difficult complaints, as required.

### Leadership/management

- Demonstrated leadership and management skills to effectively manage a cohesive team.
- Proactively build a culture and service standard across the team which promotes The Round and ensures safe and sustainable operations with exceptional customer service.
- Ability to create staff rosters, adequately resource the venue and ensuring an even distribution of workloads.
- Ensure staff are adequately trained in their job responsibilities and provide development opportunities.
- Demonstrated leadership and management skills in complaint handling and resolution.
- Positive, self-starter with strengths in priority setting, organising and forward planning.

## Key Selection Criteria

1. Degree or diploma in a related field plus relevant experience or lesser formal qualifications and more significant relevant experience.
2. Demonstrated ability to lead and manage a team in a ticketing, bar and front of house customer service environment.
3. Well-developed customer service, communication and interpersonal skills to liaise effectively with customers, clients and other key stakeholders.
4. Demonstrated problem solving skills including the ability to resolve difficult customer grievances that have been escalated.
5. Ability to utilise business applications to create, analyse and present relevant reports.



## Physical Requirements

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Assessor Use Only: Can candidate perform demand (Y/N)?	Comments
<b>Kneeling/Squatting</b> Tasks involve flexion/bending at the knees, ankle, and waist in order to work at low levels.		Performed sometimes		
<b>Hand/Arm Movement</b> Tasks involve use of hand/arms		Performed sometimes		
<b>Bending/Twisting</b> Tasks involve forward or backward bending or twisting at the waist.		Performed sometimes		
<b>Standing</b> Tasks involve standing in an upright position		Performed sometimes		
<b>Reaching</b> Tasks involve reaching above head, and above and equal to shoulder height		Performed sometimes		

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Assessor Use Only: Can candidate perform demand (Y/N)?	Comments
<b>Walking</b> Tasks involve walking on slopes and walking whilst pushing/pulling objects		Performed sometimes		
<b>Lifting/Carrying</b> Tasks involve raising, lowering and moving objects from one level position to another		Performed sometimes		
<b>Pushing/Pulling</b> Tasks involve pushing/pulling away, from and towards the body		Performed sometimes		
<b>Keyboard Duties</b> Tasks involve sitting at workstation and using computer.		Performed often		
<b>Satisfactory Vision</b> Standard of vision required equal to that required for driver's license		Required		

**Any other relevant comments:**