

## POSITION DESCRIPTION

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| <b>POSITION:</b>                 | <b>Venue Operations Assistant</b>   |
| <b>SECTION:</b>                  | Venue Hire  |
| <b>LOCATION:</b>                 | Geelong Library and Heritage Centre   |
| <b>AWARD CLASSIFICATION:</b>     | Band 4A   |
| <b>POSITION TYPE:</b>            | Casual  |
| <b>HOURS OF DUTY:</b>            | As required   |
| <b>CONDITIONS OF EMPLOYMENT:</b> | Geelong Regional Library Corporation (GRLC) Enterprise Agreement Number 6 (2013) and its successors |
| <b>OCCUPANT:</b>                 | Vacant  |
| <b>APPROVED BY:</b>              | Chief Executive Officer   |
| <b>DATE:</b>                     | 9 November 2017   |

### POSITION OBJECTIVES

- Assist with the effective and efficient operation of venues for hire at the Geelong Library and Heritage Centre (GLHC) and other GRLC branches as required
- Provide exemplary customer service to users and hirers of the range of venues at GLHC and other branch venues as required
- Ensure venues are prepared and presented to support the delivery of high quality events
- Respond to enquiries from prospective hirers and administer venue bookings
- Develop and maintain relationships with key stakeholders and all GRLC staff to support and develop venue hire
- Act as Front of House Supervisor during events
- Support the Venue Hire Activator as required

### ORGANISATIONAL CONTEXT

The Geelong Regional Library Corporation is one of Victoria's largest library networks covering some 5,500 square kilometres providing library and heritage services to four councils: Borough of Queenscliffe, City of Greater Geelong, Golden Plains Shire and Surf Coast Shire.

The network comprises a Central Library located in the heart of Geelong's cultural precinct, 15 Community Libraries in urban, rural and coastal locations, two mobile library services and a community library service.

The stunning Geelong Library & Heritage Centre is home to Geelong's newest premium event spaces. With inspiring architecture, superb catering and the latest in technology, this flexible venue is attracting a range of community, government and commercial uses.

## **ORGANISATIONAL RESPONSIBILITIES**

To contribute to the achievement of the vision, mission and goals through the strategies and actions articulated in the Library Plan

To adopt and model GRLC's values embodied in the service principles articulated in the Library Plan:

- Intellectual freedom
- Equity and access
- Community focus and engagement
- Innovation
- Collaboration
- Workforce support and development
- Integrity and service excellence
- Good governance

To contribute to a creative, flexible and resilient Library Services and Customer Experience team.

To work according to the Library's values and service principles through individual and team actions.

To take reasonable care for your own health and safety and that of others who may be affected by your acts or omissions in our workplace.

## **ORGANISATIONAL RELATIONSHIPS**

**Reports to:** Venue Hire Activator

**Directly supervises:** Not applicable

**Internal liaisons:** All Staff

**External liaisons:** Library users  
Venue hirers  
Community members  
Guests and visitors to the GLHC  
External suppliers and service providers

## **KEY RESPONSIBILITIES:**

### **1. Operational Assistance**

Provide hands-on support to ensure the effective and efficient running of venue hire and events held at GLHC and other GRLC branches as required

Ensure venue hire rooms and facilities are presented clean and tidy to approved standard

Set-up, dismantle and store furniture and equipment for functions

Organise the delivery of and serving of food and beverages, including 'hands-on' serving as required

Set up audiovisual equipment; provide instruction and assistance to support staff and hirers and problem solve as required

Coordinate and work with GRLC staff and service providers to ensure high quality service to venue hirers

Undertake a wide range of specialist and general tasks, including cleaning where required

Adhere to safe working practices

## **2. Administrative Assistance**

Respond to enquiries from prospective internal/external venue hirers, administer and process venue hire bookings in line with GRLC policies and procedures

Administer venue hirer invoicing and receipting

Issue and manage venue keys and security access passes in line with GRLC policies and procedures

## **3. People and Teams**

Contribute to a positive work environment providing high quality services to the community and venue hirers

Support GRLC staff to develop an understanding of the venue hire function and promotion of service

Establish and maintain effective working relationships with GRLC staff, library members, venue hirers, external suppliers and service providers

## **4. Information Technology**

Set-up the audiovisual requirements of venues being hired, providing advice, instruction and assistance with equipment to support staff and hirers with problem solving as required.

## **5. Reporting**

Provide basic evaluative feedback to the Venue Hire Activator regarding venue hire spaces, events and programs and ideas for improvement

## **SPECIALIST SKILLS AND KNOWLEDGE**

Highly developed customer service skills within a hospitality setting

Venue hire and events management administration experience

Competent in the set up and use of information technology including audio visual systems and proficiency in the use of Microsoft Office Suite, web based systems and databases

Ability to lift and carry heavy loads

Clear written and verbal communications skills

### **INTERPERSONAL SKILLS**

Ability to develop and maintain positive working relationships with all staff and service users

Ability to relate effectively and sensitively with a diverse community

Ability to gain cooperation whilst developing and maintaining working relationships and partnerships with key stake holders

### **QUALIFICATIONS AND EXPERIENCE**

Experience in the hospitality industry and/or customer service industries

Events management experience highly regarded

Administration of venue hire highly regarded

Audio-visual experience

Knowledge and understanding of safe work practices

### **ACCOUNTABILITY AND EXTENT OF AUTHORITY**

Accountable for the efficient delivery of key responsibilities outlined in this position description with authority to act on these responsibilities

Provide advice/service to clients within policies, guidelines and procedures related to venue hire, events and promotions

Extent of authority is governed by GRLC policies and procedures

Work is performed under general supervision

### **JUDGEMENT AND DECISION MAKING**

Duties are carried out within a defined range of objectives, procedures and guidelines

Use previous experience and agreed protocols when making decisions

Seek guidance and advice from the Venue Hire Activator as required

Ability to work autonomously at times under limited supervision

### **MANAGEMENT SKILLS**

Effective planning and managing of own work within well-defined procedures

Work cooperatively with GRLC staff and service providers to ensure high quality service to venue hirers

Ability to work independently at times and as a constructive and flexible team member

Understand the organisational context and goals of the venue hire function and related GRLC policies and procedures

### **KEY SELECTION CRITERIA**

Several years' experience in a similar role, either in venue management or hospitality, with the capacity to be 'hands-on' in all areas of the venue hire operation

Ability to develop and maintain positive working relationships with staff and service users

Demonstrated ability and commitment to deliver excellence in customer experience

Ability to relate effectively and sensitively with a diverse community

Proficiency in the use of Microsoft Office Suite, web based systems and databases

Proven ability and experience with audio visual systems with capacity to provide advice, instruction and assistance with equipment and support to staff and hirers

Clear written and verbal communications skill

Ability to perform various manual handling tasks which include the carrying/lifting of heavy loads and a willingness to complete a pre-employment medical assessment.

### **TERMS AND CONDITIONS**

The Venue Operations Assistant is a casual position classified as Band 4A within the Geelong Regional Library Corporation Enterprise Agreement 2013 and the current salary, based on a 38 hour week, is \$36.82 per hour which includes a 25% loading in lieu of annual leave, sick leave and public holidays. Superannuation is in addition to this hourly rate.

Hours of work are according to an agreed roster pursuant to GRLC Enterprise Agreement, Part B, 33.12.3. Early morning, late evenings and weekend work is usual and forms part of the agreed roster. Penalty rates will only apply where rostered hours exceed 152 in any consecutive four week period.

A six month probationary period applies.

Appointment to this position is subject to the successful applicant being able to provide Police and Working with Children checks and undertake a pre-employment medical assessment.

### **SPECIAL CHARACTERISTICS**

In line with operational requirements, work may be rostered at any service location within the Corporation and a component of evening and weekend will be required as part of the normal rostered hours of duty of this position.

Physical work and manual handling is an intrinsic requirement of the position which includes:

- standing for significant periods of time
- continuous activity that involves movements such as lifting, bending, carrying and pushing.

### **JOB APPLICATION GUIDE**

All applicants should carefully read the **Job Application Guide** located on the Employment page of the website which provides further information and outlines the requirements when applying for a job with the Geelong Regional Library Corporation.

### **CLOSING DATE FOR APPLICATIONS**

**26 November 2017.**