



Position Description

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| Role: | Venue Administration Officer (part-time) |
| Department/Section: | Community Development/Cultural Services |
| Reports to: | Venue Coordinator |
| Responsible for: | Nil Staff |

WORKING AT MOSMAN COUNCIL

Members of the Mosman Council staff team are expected to be:

- Ethical
- Excellent communicators
- Committed to customer service
- Technically and professionally competent, with a pride in keeping their knowledge current
- Focussed on solutions
- Team players

MAIN PURPOSE

Reporting to the Venue Coordinator, this position is responsible for all day-to-day front-of-house duties for Mosman Art Gallery and Community Centre. In this role you will handle visitor enquiries, carry out administrative tasks, conduct retail operations and set up venue areas for events. The position is vital in providing ongoing support to the operations of the Mosman Art Gallery and Community Centre.

KEY RESPONSIBILITIES

- Support the ongoing day-to-day operation and management of the Mosman Art Gallery and Community Centre and to ensure the facilities are open and operational for general visitation and bookings. Use of multitasking and time management strategies to prioritise and address duties and requests in a busy environment
 - Handle front-of-house matters, ensuring visitor compliance to relevant Government Public Health Orders applicable to the Centre, welcoming and directing visitors. Handling phone enquiries, and forwarding to relevant staff.
 - Ensuring the reception and foyer areas are kept clean and tidy, replenishing printed material and stationery.
 - Turning on electronic displays and lighting
- Provide retail and customer service including:
 - Using VEND point of sale (POS) system
 - Clean and organize retail area displays, including handling and ordering products when required
 - Use appropriate and approved payment methods for goods and services
 - Record sales and issue receipts and provide daily reconciliation of payments to Council.
- Set up the facilities for community activities and venue bookings, assist during activities as required, clear and tidy the facility afterwards and secure the building
- Provide administrative support for Cultural Services/Mosman Art Gallery and Community Centre, including assistance as required, including maintaining databases, handling and distributing correspondence, newsletters, social media updating, monitoring all relevant e-mail inboxes.
 - Maintaining media log for gallery, venue bookings and cultural services
 - Distributing questionnaires and compiling results
- Monitor Centre security systems
- Be familiar with and able to supervise emergency evacuation procedures
- Assist at gallery events as required including RSVP'S, ticketing, cloak and food and/or beverage service
- Instruct and/or direct Gallery casual staff when required
- Insure that the facilities are well maintained by identifying and reporting (and if necessary follow up action) to relevant Council staff (Venue Co-ordinator) any building maintenance issues, vandalism, problems with technical equipment, furniture, kitchen facilities, cleaning and plumbing matters
- Work as part of a team sharing the Centre front-of-house role over a seven day period ensuring consistency of services and maintaining communications between other officers in similar roles
- Assist the Venue Co-ordinator with bookings processes, including rostering of staff for Council facilities and services, including Venue Hire, Mosman Market, public programs, tours, concerts, education classes and special events
- In respect of the Booking System, assist the Venue Co-ordinator:

- Answer general enquiries and correspondence
- Create bookings, estimates and confirmations and indemnities when required, via Formlify, EventPro , Trybooking, ECM and Authority
- Raise and forward invoices, record payment details in EventPro and Authority when received. Follow up outstanding invoices Arrange deposit and cancellation refunds if required.
- Ensure required booking documents are signed and provided.
- Promptly and accurately register incoming correspondence and information that requires an action or represents official business into Council's electronic Corporate Information Management System (ECM) in accordance with approved protocols and standards
- Ensure all work is carried out in accordance with legislative, industrial and Council policy requirements and standards in the area of Equal Employment Opportunity
- Act lawfully, honestly and exercise a reasonable degree of care and diligence in carrying out your functions and comply with our Code of Conduct and Prevention of Fraud and Corrupt Conduct Policy

OTHER DUTIES

Other duties may be allocated by the Supervisor or Manager. These will be in accordance with the employee's range of skills, competence, training and /or experience or be part of a training/development plan.

WORK HEALTH AND SAFETY RESPONSIBILITIES

As an employee of Mosman Council you must:

- Take reasonable care for your own health and safety
- Take reasonable care that your acts or omissions do not adversely affect the health and safety of other persons
- Comply, so far as you are reasonably able, with any reasonable instruction that is given by Mosman Council (to comply with its responsibilities under the *WHS Act*)
- Co-operate with any reasonable policy or procedure relating to health or safety at the workplace that has been notified to workers
- Participate in training, emergency response rehearsals and reviews
- Keep the workplace safe, clean and tidy
- Cooperate with safe work method statements, standard operating procedures and controls
- Report all incidents, near misses and injuries
- Report hazards
- Undertake rehabilitation and return to work program requirements, where required
- Wear and maintain provided Personal Protective Equipment (PPE)
- Cooperate with Site Safety Rules
- Actively participate in any other safety activities

SKILLS AND COMPETENCIES - Selection Criteria

Essential:

- Experience working in a venue centre in the front-of-house role
- Demonstrated ability to set up and pack up venue areas for events, including safe movement of furniture and operation of technical equipment
- Demonstrated ability to maintain the effective operations of a venue centre, both as part of a team, and when working independently
- Good oral/written communication, interpersonal, and customer relations skills
- Experience working in a retail environment, including money handling and display of products
- Ability to record, maintain, and report accurate information
- Demonstrated high level of computer skills and the ability to use Windows applications
- Responsible Service of Alcohol (RSA) certificate
- Current Class C driver's licence

Desirable:

- Formal training in arts/cultural facility administration or office management
- Interest in the visual and performing arts
- Computer and desktop publishing skills, including design

Conditions of Employment

Mosman Council operates under the *Local Government (State) Award 2020*.

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| Hours: | 56 hours over a 4 week period across a 7 day spread of hours |
| Status: | Part-time (Friday and Saturday) |
| Experience: | Experience working in a venue centre front of house role |
| Commencing Salary / Range: | Group D Council Salary System plus Superannuation Band 1, Level 4 to Band 2, Level 1 |
| Position Approved By: | Director Community Development |
| Approved Date: | February 2021 |

Employee only:

I have read and understand the contents of this position description and undertake to meet the responsibilities in an appropriate manner.

Employee's Name (printed).....

Employee's Signature Date.....