

POSITION DESCRIPTION

VENUE SUPPORT ASSISTANT

POSITION DETAILS

POSITION No:	9773	UNIT:	City Governance
EMPLOYMENT STATUS:	Casual	LOCATION:	Town Hall
DIVISION:	City Governance	CLASSIFICATION:	ME Level 2

OBJECTIVES

MISSION STATEMENT

Working together to make Hobart a better place for the community.

DIVISION OBJECTIVE

The principal purpose of the City Governance Division is to support the City of Hobart in the delivery of its strategic outcomes through the provision of effective governance and financial services.

POSITION OBJECTIVE

The role is responsible for the presentation, cleanliness and infection control of various Council facilities. The facilities include office accommodation and operational areas, public spaces, together with certain venues that are hired for private functions.

The role is also responsible for assisting the Hall Keeping Coordinator ensure that customer's using the facilities for events and functions have a high quality experience.

KEY FUNCTIONS AND RESPONSIBILITIES

- Provide high standards of cleaning, infection control and housekeeping services within various Council facilities, and maintain appropriate documentation.
- Carry out specialised cleaning duties as directed.
- Assist the Hall Keeping Coordinator deliver a high volume of quality events, by providing logistical and administrative support. Provide event assistance including set up and pack down, and other ad hoc tasks such as meet and greet, site viewings, audio visual equipment set up.
- Assist the Hallkeeper in providing an appropriate level of service for the hire and supervision of Council's hall and meeting room facilities, together with the provision of an appropriate standard of maintenance, presentation and cleaning.
- Order domestic supplies and undertake stock control.
- Provide general assistance to the Hallkeeper as required.

Work Health & Safety: To take reasonable care that your acts or omissions do not adversely affect the health and safety of yourself or others in the workplace, to comply with any reasonable instructions given to you by the Council and to comply with the requirements of any and all WHS policies and procedures.

Note: Whilst the key functions and responsibilities for the role are set out above, the Council may direct an employee to carry out such duties or tasks as are within the limits of the employee's skill, competence and training.

ORGANISATIONAL RELATIONSHIPS

REPORTING RELATIONSHIPS

1. INTERNAL

The Venue Support Assistant reports to Hallkeeping Services Coordinator (4490). The role will liaise with managers, staff and elected representatives on a regular, informal basis.

2. EXTERNAL

The role will liaise with hirers of the Council facilities, caterers, tradespeople and security personnel together with members of the general public.

SELECTION CRITERIA

1. Completion of Year 10 and/or CPP30316 - *Certificate III in Cleaning Operations* coupled with demonstrated experience in cleaning; or significant experience in cleaning within a similar environment.
2. Ability to provide hands-on support at functions, including room set/pack up, coffee station preparation, audio visual, meet and greet, COVID checks and backup administrative support.
3. Ability to use initiative to solve day-to-day and operational problems within the scope of established procedures.
4. Ability to act with a high level of autonomy, self-management, time management, safety and confidentiality.
5. Good written and verbal communication skills and an ability to develop a friendly, courteous and professional relationships with a range of customers and stakeholders, while representing the organisation professionally to both internal and external clients.
6. Physically capable of working for long periods of time on their feet, undertaking manual handling and using a range of light industrial equipment such as carpet cleaners and buffer machines.
7. Demonstrated ability to work within a team environment.
8. Be available for a 7-day rostered week (after-hours and weekends) and capable of working extra time if events are not finished within the rostered period.
9. Current Drivers Licence, Police check and *Registration to Work with Vulnerable People*.