

Expression of Interest Cultural Venues Supervisor (Temporary)

Council is seeking expressions of interest to fill the role of Cultural Venues Supervisor on a temporary full-time basis from the 27 August, 2018 to 23 October, 2018.

The Position

The key responsibilities include:

- Under the direction of the Manager, assist in the coordination and management of the day to day operations of the venue, including venue hire, customer service and work with the venues technical and front of house staff and volunteers, to ensure the delivery and coordination of all key services to support events and activities at the venues.
- Provide administrative and managerial support to the Cultural Venues Manager as required.
- Supervise ticketing operations including accounting (Finance One) and reporting procedures, box office staff, the ticketing system and provide high quality customer service to clients and patrons.
- Supervise venue administration staff as required.
- Coordinate front of house and hospitality services including rostering staff and volunteers, maintaining casual staff records and rosters, overseeing contracts and coordinating stock control to ensure the effective delivery of events.

Key Selection Criteria:

- Demonstrated understanding of, and enthusiasm toward, the arts and entertainment industry.
- Demonstrated ability to manage multiple projects and activities.
- Effective interpersonal and customer service skills and proven ability to work as part of a small team.
- Sound financial and administration skills, including word processing, budgeting, computer skills, and stock control.
- Ability to supervise operational staff, including the development, monitoring and application of rosters.
- An ability to work evenings and weekends as required.

The applicable salary is to a ceiling of Level 4 with the commencing salary dependent upon the skills and experience of the successful applicant.

Expressions of interest should include a cover letter, current resume and statements addressing the above Key Selection Criteria and can be emailed to employment@burdekin.qld.gov.au or posted to Confidential Application No. 18/49, PO Box 974, Ayr Q4807 by **5.00pm on Wednesday, 15 August, 2018.**

For further information please contact Chris Patrick – Cultural Venues Manager on (07) 47 839 810.

Position Number	10021
Certified Agreement	Burdekin Shire Council Enterprise Bargaining Agreement
Award	Queensland Local Government Officers Award - State
Award Descriptor Group	Administrative Services
Award Descriptor Level	Level 4
Reports To	Cultural Venues Manager
Place of Employment	Burdekin Theatre, 161 Queen Street, Ayr

Position Objective

Under the direction of the Cultural Venues Manager, provide administration and business services support and overall coordination of the day to day operations of the Burdekin Cultural Venues and ancillary spaces, ensuring the delivery of a customer focused, industry best practice service.

Key Responsibilities

Council is committed to a One Team One Council approach where all departments work collaboratively together to achieve value for money for the rate payers of the Burdekin.

Accordingly the key responsibilities may be modified from time to time to ensure the expected outcomes are coordinated with Council's operational and corporate plans. Without limiting the above, the key responsibilities shall include:

- Under the direction of the Cultural Venues Manager, assist in the coordination and management of the day to day operations of the venues, including venue hire, customer service and work with the venues technical and front of house staff and volunteers, to ensure the delivery and coordination of all key services to support events and activities at the venues.
- Provide administrative and managerial support to the Cultural Venues Manager as required.
- Supervise venue administrative staff as required.
- Supervise ticketing operations, including accounting and reporting procedures, box office staff, the ticketing system, providing high quality customer services to clients and patrons.
- Prepare event estimated costing budgets, contracts and associated administrative requirements for the venues hirer's for approval by the Cultural Venues Manager.
- Assist with the administration and management of the venue bookings calendar.
- Liaise with stakeholder groups including Friends of the Theatre, Burdekin Cultural Advisory Group, Burdekin Memorial Hall Committee and Burdekin Shire Council.
- Coordinate front of house and hospitality services, including rostering staff and volunteers, maintaining casual staff records and rosters, overseeing contracts, and coordinating stock control to ensure the effective delivery of events.
- Develop and maintain a venue hire database and ensure accurate records are kept in relations to all venue hirers, event and attendance statistics.

- Report to the Cultural Venues Manager in a timely manner on issues and activities likely impact the operations of the Theatre.
- Ensure users of the venues comply with Work Health and Safety requirements.

Position Requirements

Knowledge

- Sound knowledge of the performing arts, venues, events or functions industry.
- Strong knowledge of financial management systems and processes.
- Working knowledge of business management systems and processes.
- Working knowledge of Microsoft Office suite of applications.
- Well-developed knowledge of Council's goals and policies in relation to arts and culture in the region.
- Working knowledge of the statutory requirements relevant to the Work Health and Safety Act.

Skills

- Excellent communication and interpersonal skills.
- Excellent teamwork skills.
- Advanced leadership skills.
- Sound financial and administration skills.
- Excellent time management skills.
- Staff rostering and monitoring skills.
- Excellent budget management skills.
- Proficiency in the use of Microsoft Suite software including Word and Outlook.

Abilities

- Ability and enthusiasm to undertake industry based training.
- Ability to work autonomously and within a team and to take direction from supervisors.
- Ability to quickly acquire skills in Council software and systems.
- Ability to work in a team environment and supervise other venue staff and volunteers as directed.
- Ability to manage multiple projects and activities under limited supervision.

Other Requirements

- Ability to work extended hours during evenings and weekends.
- Enthusiasm towards the arts and entertainment industry.
- Commitment to team work, customer service excellence and working with the community.
- Enthusiasm to undertake training to maintain and develop skills.

Experience and Qualifications

- Experience in customer liaison and delivery of high level customer service.
- Business Administration Certificate.
- Budget management experience.
- Blue Card – Working with Children.
- Current C class Driver's licence.
- First Aid Certificate.
- Food Handling Licence.

- Local Government experience.

Award Classification

These classification characteristics are drawn directly from the Queensland Local Government Officers Award and are used as a guide to determine the level of this position, but may not form a specific part of the key responsibilities:

Organisational Relationships

- Works under general direction.
- Supervises subordinate employees or works in a specialised field.

Extent of Authority

- Required to set outcomes within defined constraints.
- Provides specialist, technical or professional advice.
- Freedom to act governed by clear objectives and/or budget constraints.
- Solutions to problems generally found in precedents, guidelines or instructions. Assistance usually available.

Core Competencies

These competencies relate to positions at Level 4 of the Queensland Local Government Officers Award:

Teamwork

- Participate in team-based activities and suggest improvement to team activities.
- Respect, encourage and support other team members.
- Perform successfully in a range of team roles.
- Contribute willingly to team activities.
- Accept decisions, even those with which you disagree.

Customer Service

- Treat both internal and external customers with courtesy and respect.
- Work according to agreed customer service standards within your team.
- Contribute towards setting customer service standards within your team.
- Explore customer's expectations and base the service on this knowledge.

Communication

- Write in a clear and concise style, which is grammatically correct, well punctuated, and rarely contains passive sentences.
- Clearly express opinions, ideas, and information to colleagues.
- Actively listen.

Quality

- Work according to agreed quality standards within your team.

- Contribute towards setting quality standards within your team.
- Monitor your work and identify opportunities for improving quality.
- Suggest improvements through the customer request system.
- Implement strategies for improving quality.

Environment

- Work according to agreed environmental standards within your team.
- Contribute towards setting environmental standards within your team.
- Monitor your work for opportunities to reduce adverse impacts on the environment.
- Report incidents and suggest improvements through the customer request system.
- Implement strategies for reducing adverse impacts on the environment.

Work Health and Safety

- Work safely and in accordance with the relevant work method statements and procedures.
- Encourage your colleagues to work safely.
- Identify hazards and assess risks in the workplace.
- Use organisational systems, such as customer service requests, to identify and rectify hazards, near misses, and non-compliances with procedures.
- Anticipate problems and risks and modify work methods appropriately.

Efficiency

- Undertake tasks in an efficient and timely manner.
- Suggest improvements through the customer request system.

General

1. This is a description of the job as it is at present constituted. It is the practice of this organisation periodically to examine employees' job descriptions and to update them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This procedure is jointly conducted by each manager in consultation with those reporting directly to him or her. Therefore you will be expected to participate fully in such discussions. It is the Organisation's aim to reach agreement to reasonable changes where identified.
2. Whilst employment is in the position described in this document it is understood that employment is with Burdekin Shire Council. In the event of organisational change or restructure, Council may require employees to undertake other roles for which they are qualified and capable of performing.
3. Employees may be required to undertake a variety of duties not related to their substantive role in times of disaster.
4. All employees are responsible for making and keeping records in accordance with legislation, information standards and other relevant guidelines and procedures, and ensuring they are captured in the authorised recordkeeping system, Technology One Enterprise Content Management (ECM).

Position Description

Cultural Venues Supervisor

5. Failure to maintain any licence or certificate, which is a condition of your employment, may result in demotion or termination as Council is unable to guarantee your transfer to a position not requiring the said licence or certificate.
6. All employees are expected to participate in Council's Induction Program and future training opportunities to maintain a current knowledge base and provide excellent service levels for internal and external customers.
7. All employees are to actively participate in the Employee Performance Development Program.
8. All employees must work in accordance with the standards contained within Council's Code of Conduct. Failure to do so may lead to disciplinary action up to and including termination of employment.
9. All employees are encouraged to be a contributing member to the wider Burdekin community and therefore it is highly recommended that you take up permanent residency within three months of the successful completion of your probationary period.
10. Abide by all existing policies, guidelines, and Operational Standards and as amended from time to time.