

| POSITION DESCRIPTION | | |
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| Position Title: Operations and Technical Assistant | Classification: Band 1 Level 3 Grade 5 | Position Number: BHCC-EVT-06 |
| Group/Area: Civic Centre | Reports to: Civic Centre Coordinator | Hours per week: 38 |
| <p>Our Organisation:</p> <p>Vision: Broken Hill is a vibrant, prosperous and culturally rich Heritage city shared with visitors from around the world.</p> <p>Mission: Council provides responsive community leadership to enhance community living and facilitate a prosperous economy</p> <p>Our Values: Accountability, Pride, Perseverance, Courage & Honesty, Teamwork</p> | | |
| <p>Position Objective:</p> <p>Council's refurbished Civic Centre is a multi-purpose facility that offers state-of-the-art technology, services and functionality and attracts visiting shows, exhibitions, conferences, meetings and events. The Civic Centre serves as the premiere hub of entertainment, community and business events and sets the service benchmark for all Civic events conducted by Council across other facilities in Broken Hill and the surrounding region.</p> <p>The Civic Centre team is entering an exciting new phase of event delivery, to continue its current growth trend.</p> <p>This team plays a pivotal role in ensuring Council is a leading partner with our community to achieve our vision of being known among the world's heritage cities, persistently on the forefront of remote community revival and resiliently transforming the Broken Hill economy to deliver diverse and equitable wealth.</p> <p>This position provides operational and technical support to the Civic Centre and broader organisation to ensure the success of the conferencing, business events, gala dinners, community events and performing arts activities of Council. The position holder requires an understanding, competence, knowledge and skills in lifting equipment, stocktaking, bar work, stage production, sound mixing systems, commercial electrical codes, plan and diagrammatic interpretation and lighting equipment.</p> <p>The vision for the Civic Centre is to be the "Premier venue in regional Australia delivering exceptional events".</p> | | |
| <p>Special Requirements:</p> <ul style="list-style-type: none"> • Current Responsible Service of Alcohol (RSA) • Must be available to work weekends, public holidays and school holidays. • Hours to be rostered over a 7-day period (Monday – Sunday) • May be required to work outside of normal hours at external locations. • Successful Federal Police Record and/or Working with Children Check may be required. | | |

Key Stakeholders:

- General Manager
- Director Finance and Commercial
- Civic Centre Coordinator
- Other Civic Centre and Council employees
- Patrons and Customers
- Performers and Promoters
- Conference delegates and partners
- Contractors and suppliers
- Facility users

Reporting Lines:

- This position reports directly to the Civic Centre Coordinator.
- There are no direct reports to this position.

Duties and Responsibilities**You will use your professional skills and experience to:**

- Provide a high level of customer service to ensure customers receive a quality experience that meets their expectations.
- Complete venue set up, assess floor plans, catering requirements, venue access and deliveries to meet customer's needs.
- Assist the Operations and Technical Officer and maintain knowledge to operate Civic Centre's technical equipment, with an aim to become a competent independent user of production technology in the venue.
- Assist with event bump ins and bump outs, when required, ensuring tasks are expedited safely including assisting with the loading and unloading of touring productions.
- Assist with WHS compliance inspections and implementation of WHS Practices.
- Ensure customer requirements are delivered as per Event Schedule and discuss customer requirements with team members and contractors when required.
- Assist with detailed and clear briefings prior to events to ensure the whole team has the relevant information and understand the objectives and standards for the event.
- Support recycling programs undertaken at the Civic Centre.
- Undertake responsible service of alcohol duties by maintaining Responsible Service of Alcohol competency and assisting with bar operations when required.
- Clear tables, bars and catering stations, empty rubbish bins and keep venue clean during events and functions.
- Assist internal and external customers in meeting their event requirements ensuring their needs have been met and as directed.
- General cleaning duties to maintain presentation of venue including vacuuming, mopping, monitoring bathroom, dusting, polishing facilities during events.
- Conduct risk assessments and ensure hazards, defects, vandalism or breakdowns issues are identified and reported through appropriate channels.
- Manage purchase orders.
- Maintain current knowledge of Council services, venues, events, publications and attend training to further industry knowledge as required.
- Ensure all allocated duties are completed in an effective and professional manner within timeframe specified.
- Act as an ambassador for the Civic Centre, the city and its tourism offerings.
- Undertake other duties within employee's skills, competency and training as required.
- This position has the discretion to remove any person or persons who jeopardises the safety of patrons at Council-owned venues.

You will contribute to a customer focused approach to service delivery by:

(N.B. Customers include both internal and external customers, including but not limited to ratepayers, residents, co-workers, councillors, external agencies, suppliers etc.)

- Understanding the overarching outcomes provided by Council through service delivery and infrastructure provision to the quality of life for residents and visitors to our city and having the ability to promote these outcomes.
- Listening to customers and understanding that customer experiences are multi-faceted and consideration is given to customer viewpoints and sensitivities surrounding particular decisions and interactions.
- Recognise that customers' perceptions are their reality. Create processes to catalogue your customers' reactions and act on this intelligence by aligning your operational practices wherever possible to positively impact on your customers' perceptions.
- Ensure that value is delivered to customers through a commitment to mutual cooperation among employees from different functions and departments.
- Responding to and resolving Customer Requests and enquires in a timely and customer-focused manner.
- Ensuring that communication with customers is open, timely and transparent.
- Always act courteously and professionally towards customers.
- Manage difficult situations and conflicts – calmly and professionally.

You will contribute to an effective organisation by:

- Monitoring the external environment to identify potential risks, threats and opportunities related to your department, and ensuring these are considered in decision-making.

You will assist Council in achieving a financially sustainable future by:

- Contributing to a whole of Council approach to resource usage and allocation
- Maintaining a 'value for money' attitude, through efficient and effective use of resources
- Making recommendations for innovative improvements in your work area that enhance outcomes for the community and reduce corporate services costs.

You will assist Council in meeting Records Information management:

- Understand and implement compliant records management in line with the State Records Act and BHCC Record Management Policy.

You will adopt a teamwork approach by:

- Performing an active role within the team to achieve the objectives of that function.
- Engage in regular communication and cooperation with fellow team members.
- Understanding that all staff at Council are one team working towards a shared purpose and applying a 'whole of organisation' approach to every aspect of your work.
- Embracing and promoting the values of the organisation.
- Setting an example for other employees regardless of reporting lines.
- Committing to self-awareness and improving professional effectiveness.
- Understanding corporate risks that apply to your activities.

You will ensure a safe and equitable workplace environment by:

- Acting in accordance with the NSW WHS Act 2011, WHS regulations and Council's WHS Framework.
- Implementing, monitoring and complying with Council's WHS Framework, including, but not limited to WHS Policies, Standard Operating Procedures, Risk Assessments/Work Instructions and associated tools in the work area.

- Adequately familiarise yourself with your WHS responsibilities and actively fulfill these.
- Ensuring Council's equal opportunity employment practices reflect the highest standards of ethics, and EEO plans are developed and implemented accordingly.

Other duties

In accordance with the Broken Hill City Council Award, Broken Hill City Council is committed to improving the skill levels of its employees and removing any impediments to multi-skilling. This position has therefore been designed to ensure the incumbent of the position (the employee) has a broad and diverse range of accountabilities and duties to perform.

The responsibilities and tasks listed in this position description are indicative only; Broken Hill City Council may direct the employee to carry out such duties that are within the limits of the employee's skill, competence, and training.

Employees shall have reasonable and equitable access to education and training. Such education and training shall enable employees to acquire the range of skills they are required to apply in their positions.

Selection Criteria


Essential

- Current NSW Responsible Service of Alcohol (RSA) competency.
- A friendly, customer-focused attitude with the drive to provide quality service delivery and total customer satisfaction.
- Qualifications or demonstrated experience in venue related industry.
- Previous hospitality and/or entertainment industry experience
- Strong interpersonal skills with an ability to liaise with a broad cross-section of people such as community members, tourists, performing artists and volunteers.
- A high standard of personal and professional presentation is required.
- Ability to work in a physically demanding role with correct manual handling techniques.
- Demonstrated competency in verbal communication skills, including handling difficult customers.
- Proficient use of standard computer software programs including the Microsoft Office suite of programs, with the ability to learn specialised software.
- Demonstrated ability to work with minimal supervision and as part of a high performing team.
- Current Class C Drivers licence.

Desirable

- Experience supporting shows, community events, conferences and meetings.
- Experience in using and setting up of production audio and video equipment including consoles, speakers and various lighting fixtures.
- Basic beer, wine and spirits knowledge.
- Current First Aid Certificate.
- Commitment to continuous improvement.
- Apply knowledge of Work Health and Safety requirements.
- NSW White Card – General Construction Induction Training Card.
- Working at Heights Ticket.
- Traffic Control Ticket.

Acceptance of Position Description

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| Approved: General Manager | Signature:  | Date: 29/05/2023 |
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I have read and understand the content of the Position Description and undertake to meet the duties and responsibilities of this position.

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| Accepted: Employee Name | Signature: | Date: |
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