

POSITION DESCRIPTION		
Position Title: Functions Officer	Classification: Band 1 Level 3 Grade 7	Position Number: BHCC-EVT-04
Group/Area: Civic Centre	Reports to: Civic Centre Coordinator	Hours per week: 35
<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 represents 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 Meetings, Incentives, Conference and Events (MCIE) activities of Council. The position holder requires a thorough understanding, competence, knowledge and skills in graphic design, exhibition work, display work, lifting equipment, 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.
- This position will have no direct reports, however, will be required to oversee and support casual employees engaged in operations at the Civic Centre.

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

- Plan, organise, execute, and review bookings with an aim to increase booking activity and revenue at the Civic Centre.
- Assist with Coordinating teams to deliver customer requirements that may consist of Council staff, volunteers, and external contractors to deliver streamlined bookings.
- Complete internal booking documentation ensuring clear communication, coordination and direction of customer requirements.
- Liaise with customers to ensure a high level of customer satisfaction is received.
- Assist with on the day management of bookings, where required.
- Maintain positive relationships with customers with an aim to encourage repeat bookings.
- Maintain effective relationships with contractors that provide services for bookings.
- Provide advice, support, reports, information, data, and input on bookings as required.
- Maximise public relations and promotional opportunities and act as an ambassador for the Civic Centre.
- Provide a high level of hospitality service to ensure customers receive a quality experience at the Broken Hill Civic Centre.
- Support the data entry and maintenance of venue-related software including but not limited to ticketing and booking management systems.
- Assist with review, development and implementation of related processes and systems as directed.
- Support website, social media and EDM content administration for the Civic Centre.
- Management of incoming calls and emails alongside other administrative duties within skill set.
- Greeting all customers and visitors to the Civic Centre and where required ensure they follow venue sign-in requirements.

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 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.
- Being recognised for having a professional attitude toward customers.
- Having the ability to 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.
- Support business excellence and continuous improvement practices to ensure we are efficient and effective.

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 service 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.
- Conduct other duties as required to support the Economic Development and Culture team.

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 familiarising yourself with your WHS responsibilities and actively fulfilling 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

- Certificate III or equivalent in business, business administration, event management or equivalent training or minimum 3 years' experience.
- Current NSW Responsible Service of Alcohol competency.
- Demonstrated experience in developing and delivering all aspects of multiple events.
- Demonstrated ability to plan, prioritise and execute with a disciplined and focused approach, with strong attention to detail in tight timeframes.
- Strong analytical and conceptual skills.
- Mature and proactive communication skills and ability to present, influence, gain cooperation and undertake complex negotiations in sensitive environments.
- Proficient use of standard computer software programs including the Microsoft Office suite of programs, with the ability to learn specialised software.
- A high standard of professional personal presentation is required.
- Current Driver's Licence.

Desirable

- Tertiary qualification in marketing, business management, event management or tourism.
- Demonstrated experience in assisting with the development, implementation and evolution of integrated promotional strategies and marketing campaigns.
- Experience in a complex organisation in the field of community relations, public relations, or communications.
- Desk top design.
- Current First Aid certificate.
- Experience in managing website content and social media platforms.

Acceptance of Position Description

Approved: General Manager

Signature:

Date: 29/05/2023



I have read and understand the content of the Position Description and undertake to meet the duties and responsibilities of this position.

Accepted: Employee Name

Signature:

Date:

