

<b>Job title:</b> Box Hill Community Arts Centre Coordinator	
<b>Classification:</b> Band 6	<b>Effective Date:</b> November 2024
<b>Reports to:</b> Cultural Infrastructure Lead	<b>Tenure:</b> Permanent Full Time

### About Us:

At Whitehorse City Council, community is at the heart of everything we do.

We aspire to be a healthy, vibrant, prosperous and sustainable community. We enable this through strong leadership and community partnerships.

We strive to stay ahead of evolving changes and needs of our community.

Our five key principles empower our employees to be innovative and provide an excellent customer experience. We are a resilient organisation where everyone belongs.



### CREATe - Our Values and Behaviours:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. Our employees 'live' these shared values. In living these values we also ensure that everyone has a voice and that everyone matters.

#### Collaboration

We work flexibly together to achieve outcomes and solve problems.

#### Respect

We actively listen, value diversity and care.

#### Excellence

We adapt, respond, learn and grow.

#### Accountability

We take responsibility and follow through on our promises.

#### Trust

We act with integrity and are empowered to make decisions.

City of Whitehorse is a culturally and linguistically diverse community. We are proud of the diversity of our workforce and recognise the strength this provides in meeting the needs of our community. We are committed to upholding a safe, inclusive and respectful workplace that values the contribution of all.

Whitehorse City Council is committed to being a child safe organisation. We recognise our responsibilities to keep children and young people safe from harm and have established policies, procedures and training to achieve these commitments.

## Goal Statement

To manage and develop the Box Hill Community Arts Centre and its staff in a cost-effective manner so that a quality, safe, well presented, and exciting venue is available for use by the community, providing a dynamic and diverse arts program throughout the year.

## Key Responsibilities

### *Position Specific Responsibilities*

- Oversee the appropriate delivery of operational requirements for the facility, managing the venue in a cost-effective manner and ensuring delivery of high level administrative and financial management systems.
- Provision of positive customer responsive services with a focus on industry best practice.
- Provision of effective people management supporting a creative and productive team of staff to optimum utilisation.
- Provision of a safe operating and working environment in accordance with the Occupational Health and Safety Act
- Assist in developing and delivering detailed marketing and sales strategies to grow core business.
- Overseeing the provision of a range of dynamic programs catering for all ages and abilities which respond to community need, are cost effective and well attended.
- Provide accurate, efficient and timely presentation of all business papers, reports, and documentation, including monthly and quarterly reports.
- Provide considered input into strategic planning, business plan development and policy development for the Centre as required.
- Develop and foster networks and partnerships with similar operators and external bodies to maintain awareness of trends in the arts industry to deliver programs of relevance to the Whitehorse community.
- Provide and or arrange adequate training of systems and procedures to ensure all users can confidently complete tasks and support the team.
- Provide input into the development and project management of capital work submissions and projects as appropriate.
- Ensure appropriate use and effective maintenance of all plant and equipment in the facility.
- Ensure effective management of facility contractors on site.
- Liaise across the Department and the wider organisation to contribute ideas and creative input to celebrations and events in the City of Whitehorse.

### *Corporate Responsibilities*

- Ensure adherence to all Corporate Policies, Procedures and the Organisational Goals and Values Principles in the current Whitehorse City Council Collective Agreement by all staff under supervision.
- Ensure the organisation is aware of and compliant with relevant statutes and legislation.
- Identify and develop changes to policy and procedure in areas of responsibility.
- Ensure that risk management principles are adopted in all decision-making processes within the team.
- Undertake identification, reporting and resolution of risk management activities (including that staff are appropriately trained) and ensure that all relevant operating procedures provide for a safe working environment.
- Apply sound financial management techniques to team budget processes.
- Provide equitable and sound supervision of staff, (including ensuring appropriate training, development and motivation) to ensure that team KRA's are met and contribute to the strategic objectives of the team.
- Ensure appropriate care and use of assets and equipment.

### **Accountability and Extent of Authority**

**Budget:** Apply high level understanding of sound financial management to team budget and processes. Responsibility for operating the Centre efficiently and effectively to achieve income and expenditure targets as established in the City's annual budget.

**Staff responsibility:** Provide equitable and sound supervision of staff, (including ensuring appropriate training, development, and motivation) to ensure that team performance goals are met and contribute to the strategic plans of the Department. This pertains to Volunteers Officer, Venue Hire and Exhibitions Officer, Programming Officer, School Holiday Programming Officer Administrative Support Officers, Arts Studio Supervisor, Kiln Technician, Tutors, Volunteers, Cleaning and Security staff.

### **Judgement and Decision Making**

The incumbent has authority and freedom to act within clear guidelines and budgets and within the constraints of various Acts, regulations, codes, controls and standards and City policies. The incumbent fully briefs the Cultural Infrastructure Lead and as required the Manager Arts and Cultural Services on significant issues of operational and strategic importance.

## Technology

- Experience in the use of Booking Systems.
- Experience in the use of audio equipment, projectors, laptops, and cameras.
- Knowledge of the use of kilns and other arts related equipment.

## Qualifications and Experience

- Degree or Diploma Tertiary qualifications in arts administration or other related discipline
- Experience in the provision of community arts or similar services in a Local Government context including the management of employees.
- Sound knowledge of business administration and customer service.
- Change management experience and or accreditation.

## Interpersonal Skills

- Advanced communication and presentation skills, the ability to gain co-operation and assistance from clients, members of the public and other employees to assist in the management of the Centre.
- Must have the ability to liaise with counterparts in other organisations to discuss specialist matters.
- Negotiation and resolution skill leadership with employees and with the facility and other parts of the organisation.
- Extensive experience successfully working in cross-cultural environments.

## Key Relationships:

- The incumbent liaises with staff, contractors and management across the organisation and is required to maintain professional relationships with both internal (as above) and external clients, client groups and external bodies.

## Management Skills

- Management and leadership of staff and sub-contractors.
- Sound business acumen including budgeting and sales experience.
- Ability to manage a stand-alone facility and a variety of complex tasks concurrently with minimal supervision including facility OH&S requirements.
- Evidence collaborative team leadership, creative and innovative problem solving.

- Effective marketing and promotion experience.

### Application Requirements

- Satisfactory National (and International as applicable) Criminal History Check.
- Working with Children Check.
- A valid Victorian driver's licence.
- Short listed candidates may be required to attend a pre-employment medical examination.
- The facility is in operation seven-day week. The Coordinator will be required to attend some out of hours meetings and exhibitions.
- Respond to and or report emergencies, sometimes after hours, to maintain the safety and security of the Centre, staff and community and to brief the Cultural Infrastructure Lead and as required the Manager Arts and Cultural Services, on significant issues of operational and strategic importance.

### Key Selection Criteria

1. Degree or Diploma qualifications in arts administration or other related discipline with the demonstrated arts practice knowledge along with community development and engagement experience.
2. Proven high level experience in venue management including sound business acumen, strong budgeting skills and sales experience. Ability to manage a stand-alone facility including facility OH&S requirements and all venue operational requirements.
3. Ability to lead a team and build a positive team culture with strong negotiation and resolution skills.
4. Excellent written and verbal communication skills including demonstrated knowledge in development of policies and procedures.
5. Change management experience including the ability to gain cooperation and assistance from members of the public, community groups and staff.

## Physical Requirements

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	<i>Comments</i>
<b>Kneeling/Squatting</b> Tasks involve flexion/bending at the knees, ankle, and waist in order to work at low levels.	General cleaning and tidying of spaces and assisting Centre staff, hirers and tutors as required	Daily	

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
<b>Hand/Arm Movement</b> Tasks involve use of hand/arms	Site set up and preparation support	Weekly	
<b>Bending/Twisting</b> Tasks involve forward or backward bending or twisting at the waist.	Assistance with setting up arts programs and exhibitions	Monthly	
<b>Standing</b> Tasks involve standing in an upright position	Rubbish pick up	Daily	
<b>Hand/Arm Movement</b> Tasks involve use of hand/arms	Moving chairs and tables	Weekly	
<b>Walking</b> Tasks involve walking on slopes and walking whilst pushing/pulling objects	Walking across all spaces and the grounds to ensure quality presentation and conduct risk assessments	Frequent	
<b>Lifting/Carrying</b> Tasks involve raising, lowering and moving objects from one level position to another	General tidying up and spot cleaning	Daily	

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
<b>Bending/Twisting</b> Tasks involve forward or backward bending or twisting at the waist.	Assisting facility, office and program staff to stock and replenish materials	Twice per week	
<b>Keyboard Duties</b> Tasks involve sitting at workstation and using computer.	Stocking photo copier and stationery supplies	Every 2 days	A stand up desk is available
<b>Satisfactory Vision</b> Standard of vision required equal to that required for driver's licence	Ensuring excellent physical presentation of space. Discussing artworks with gallery exhibitors, and the Centre's students, hires and staff.	Daily	

**Any other relevant comments:**

This is a dynamic multipurpose community arts venue requiring regular onsite mobility from the Coordinator to ensure quality services are being offered and the venue and grounds are safe and well presented