



## WHITEHORSE CITY COUNCIL POSITION DESCRIPTION

### Venue Hire and Exhibitions Officer Box Hill Community Arts Centre

<b>Classification:</b> Band 5	<b>Effective Date:</b> February 2023
<b>Reports to:</b> Centre Coordinator - BHCAC	<b>Tenure:</b> Fulltime

#### **Goal Statement**

To promote and maintain a safe, quality venue for creative programs and cultural services.  
To coordinate venue bookings, exhibitions and event programs ensuring that a diverse range of cultural engagement opportunities are optimised for Whitehorse City Council residents and users of the BHCAC.

#### **Key Responsibilities**

##### *Position Specific Responsibilities*

1. Daily responsibility for overseeing components of the Centre including venue presentation, equipment, OHS issues and cleanliness and supporting the broader team as required
2. Research, plan, develop and implement exhibitions and their associated arts programs, liaising with artists, tutors, schools, youth networks and other relevant bodies
3. Administer the online booking system, providing technical support with this across the team
4. Monitor the income and expenditure for venue hire and exhibition budgets and provide relevant data to the Centre Coordinator on a monthly, quarterly, annual and adhoc basis
5. Coordinate a marketing plan for bookings and exhibition programs and maintaining venue usage figures for Council reports on a monthly, quarterly, annual and adhoc basis
6. Customer service role includes responding to enquiries, providing information on services and liaising with customers, community groups external stakeholders, venue hirers, community organisations, visitors and other users of the venue
7. Administration and maintenance of all venue bookings for regular and casual bookings including receipting and processing of venue bookings, gallery hires, providing comprehensive hirer induction for the site including equipment usage and emergency procedures
8. Produce and exchange contracts and agreements and process customer invoices
9. Prepare the weekly on-site cleaning room schedule to guide the external cleaning contractor
10. Maintain updated printed and online publications pertaining to gallery and venue hire, including invitations, brochures, website, e-news, social media and digital displays
11. Write, design and distribute brochures, ads, flyers and other promotional materials including press releases using relevant computer program as required
12. Attend regular team meetings
13. Network with community arts and exhibition venues in neighbouring municipalities, community organisations and other Council Departments to develop and encourage project partnerships

##### *Corporate Responsibilities*

- Adherence to all Corporate Policies, Procedures and the Organisational Goals, Values and Behaviours in the current Whitehorse City Council Collective Agreement
- Understand and adhere to the Risk Management Policy (as it relates to the employees work area) and related procedures that are designed to minimise injury and/or loss to individuals, assets and equipment
- Report any matters that may impact on the safety of Council employees or citizens, assets and equipment

## **Authority**

The incumbent has the authority and freedom to act within established operational and cost guidelines and within the constraints of various Acts, regulations, codes, controls and standards and Council Policies. The incumbent fully briefs the Centre Coordinator - BHCAC on significant issues of operational and strategic importance.

*Budget:* Monitoring budget lines associated with venue hire, exhibition bookings and associated programmes.

*Staff Responsibility:* Supervise any permanent, casual, temporary, contract staff or volunteers working on relevant BHCAC exhibitions and within the hired spaces and when required on other programs and projects.

*Decision Making:* Accountable for the development and smooth operation of exhibitions and venue hire in a timely and professional manner within budget parameters.

## **Key Relationships**

Maintain a professional relationship with clients and users of the Box Hill Community Arts Centre, service providers, Council staff, community, Government agencies, other centres, tutors, suppliers and other key stakeholders.

## **Selection Criteria (Essential)**

### *Qualifications and experience*

- Tertiary qualifications in arts or related discipline, coupled with experience in the provision of community arts services or similar in a local government context
- Experience in venue management and/or venue hire administration and promotion
- Demonstrated knowledge of diverse contemporary arts practices
- Evidence of a strong commitment to continuous improvement and customer service
- Experience in project management including formulating and managing project budgets

### *Technology*

- Experience operating Ungerboeck booking software
- Proficiency in the Microsoft Office suite of applications
- Proficiency in the Adobe Creative Suite
- Proficiency with social media and web content management software

### *Other technical skills and experience*

- Experience with the operation of equipment pertinent to a multi-purpose venue ie. lighting and sound equipment

### *Interpersonal*

- Well-developed customer service skills and excellent communication skills
- Ability to gain cooperation from users of BHCAC, exhibitors, other employees and the public, and be able to administer Council Policy in relation to venue bookings
- Sound oral and written presentation skills to liaise with stakeholders and facilitate meetings

### *Leadership/Management*

- Creative energy, drive and commitment to initiate and complete projects within budget constraints
- Ability to manage a variety of complex tasks concurrently with minimal supervision and a practical approach to problem solving including an understanding of industry best practice and standards
- Supervision and leadership of clients, contractors, staff and volunteers
- Ability and flexibility to solve operational issues as they arise that are pertaining to the responsibilities of the role, including occasionally after hours
- A high level of attention to detail in planning, administration

**Other Attributes (Desirable)**

- Knowledge of electronic purchasing and financing systems
- Knowledge of and commitment to the principles of equal employment opportunity and occupational health and safety
- Able to meet the physical demands of the position
- Experience with the use of audio visual equipment
- Experience with professional audio and lighting

**Notes and comments:**

- Short listed candidates may be required to attend a pre-employment medical examination
- A clear national police check is required
- A working with children check is required
- A current drivers licence that meets the requirements of Vic Roads is essential
- The incumbent is required to work 38 rostered hours per week between the hours of 8.30am and 7.30pm. Occasional after hours and weekend work may be required

**Key Selection Criteria:**

- Tertiary qualifications in arts or related discipline, coupled with experience in the provision of community arts services or similar in a local government context
- Extensive art gallery and exhibition event management experience
- Experience in venue management and/or venue hire administration including the operation of equipment pertinent to a multi-purpose venue
- Experience operating Ungerboeck booking software
- Proficiency in the Adobe Creative Suite and with social media and web content management software

<b>EMPLOYEE NAME:</b>			
<b>Employee Signature:</b>		<b>Date:</b>	



## PHYSICAL REQUIREMENTS FOR POSITION

**POSITION TITLE:** Venue and ~~School Holiday~~ Exhibitions Programming Officer

**LOCATION/DEPARTMENT:** Box Hill Community Arts Centre

Task	Performed Often	Performed Sometimes	Never/Rarely Performed
Keyboard duties	√		
Reading tasks	√		
Writing tasks	√		
Sitting (extended periods)	√		
Walking/standing (briefly)		√	
Walking/standing (extended)			√
Driving car/utility/truck		√	
Lifting/carrying duties (light)		√	
Lifting/carrying duties (heavy)		√	
Pushing/pulling tasks (light)		√	
Pushing/pulling tasks (heavy)		√	
Chopping/digging tasks			√
Bending/kneeling requirements		√	
Climbing stairs/ladders/scaffolds		√	
Handling grease/oils			√
Exposure to dust/dirt	√		
Exposure to hazardous materials		√	
Exposure to noise		√	
Repetitive arm/wrist/hand movements	√		
Working at heights above 2 metres		√	
Working in darkened conditions			√