



WHITEHORSE CITY COUNCIL

Position description

Job title: Venue Manager The Round	
Classification: Senior Executive Officer	Effective Date: November 2024
Reports to: Manager Arts & Cultural Services	Tenure: 5 Year Fixed Term
People Leader to: The Round	

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. Our transformation is supporting us to respond to the evolving changes that impact our organisation and needs of our community.



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.

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.

Goal Statement

The Venue Manager is responsible for the strategic direction, operational delivery and commercial outcomes of Whitehorse City Council's performing arts centre, The Round. This role will manage a safe, welcoming and inspiring venue from which a dynamic, diverse and inclusive arts and hospitality service will activate for the community. This role leads a multi-faceted team with a commitment to financial sustainability, the curation and promotion of creative services and the provision of exceptional customer service outcomes that have a positive impact on community.

Key Responsibilities

Position Specific Responsibilities:

Leadership & People

- As a member of the Arts & Cultural Service Leadership Team, provide expertise and best practice strategic thinking to continuously improve service delivery for all internal and external stakeholders.
- Responsible for leading and managing the Visitor Services Team Leader, Technical and Venue Services Team Leader, Programming Team Leader, Functions Business Team Leader and the overall management and leadership of the team of ~60 employees.
- Lead, develop and motivate a diverse group of degree/diploma educated Team Leaders to build positive staff culture and high performing teams.
- Implement appropriate people & culture strategies to ensure a creative and productive team is in place, providing a positive customer experience with a focus on industry best practice and financial sustainability.
- Undertake regular team meetings and embed effective coordination of services and staff management/rostering within the team.

Visitor Experience

- Deliver outstanding performing arts programming and cultural activities that maximise participation in the arts.
- Create a culturally inclusive program and environment with accessibility and outreach for all community members including but not limited to CALD, LGBTQIA+ and First Nations communities.



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- Strategically lead and collaborate with Team Leaders to plan and deliver exceptional client and patron experiences, maximising customer satisfaction and repeat business.
- Contribute specialist advice to matters pertaining to arts, culture and facility management at a wider Council level.
- Consult with operators of similar facilities and keep well-informed of trends in the arts and hospitality industries.
- Undertake the timely resolution of all customer and client requests/disputes.
- Attend out of hours performances and events as Venue Manager as part of the role.

Planning, Strategy & Contract Management

- Lead the strategic planning, business planning, commercial opportunities and policy development for The Round.
- In collaboration with Council's Strategic Marketing Officers, oversee the development and implementation of marketing strategies and plans to:
 - maximise Return on Investment,
 - promote and enhance the venue's profile and
 - enhance market position as a high-quality provider of performing arts and function services.
- Overall management of contractual and service level agreements with third party providers pertaining to The Round.
- Overall management of licence and lease agreements pertaining to The Round.
- Provide input into the development and project management of capital works submissions and projects as appropriate.

Finance, Business Improvement & Reporting

- Responsible for developing and achieving budget expectations and assisting Team Leaders in managing individual team budgets.
- Lead and negotiate the commercial opportunities and contracts for The Round to ensure a favourable Return on Investment for Council.
- Educate and coach Team Leaders with the management of set budgets.
- Provide accurate, efficient and timely presentation of all business papers, reports and documentation through to Council.
- Develop policies and processes that will ensure the effective operation of a large multi-faceted performing arts and function centre.

- Review and evaluate recommended improvement processes, overseeing agreed improvement processes, as required.
- Coach Team Leaders to develop improvement processes and policies for signoff.

Compliance, Safety & Emergency Management

- Ensure compliance with relevant legislation including liquor licensing and food safety, OHS and environmental requirements.
- Provide a safe operating and working environment in accordance with the Occupational Health and Safety Act and OH&S policies and procedures for Council and The Round specifically.
- Ensure all relevant staff, volunteers and stakeholders undertake appropriate training in emergency procedures, fire safety and OHS risk management in accordance with Council and The Round's' Safety Policies/Plan and ensure the allocation of onsite safety wardens with appropriate training.
- Undertake the role of Chief Warden.
- Required to attend out of hours meetings and performances.

Corporate Responsibilities

Self-Leadership:

- Formulate effective working relationships, build trust and gain confidence across all levels of organisation and external contacts.
- Clearly communicate information to a range of audiences.
- Negotiate, problem solve and influence in pursuit of unit/ team and organisational objectives. Model initiative and decisiveness.
- Apply and share knowledge gained through experience and exposure to experts, colleagues and stakeholders.
- Manage a dynamic workload with competing priorities and operate independently effectively under pressure.
- Actively seek, reflect and act on feedback, showing a clear capacity and willingness to modify behaviour. Apply strengths and mitigate weaknesses and limitations.
- Proactively seek opportunities for development and growth.
- Values driven actively modelling integrity, equity, fairness and transparency.

People Leadership:

- Manage and oversee the setting of goals in line with Council and unit/ team strategies and plans, expectations and providing performance guidelines.

- Sharing expertise in area of discipline to develop the professional skills of others across unit/ team and as relevant, the organisation to ensure Council builds expertise and capability.
- Lead unit/ team planning, budgets and reporting, including evaluating progress, results and trends.
- Provide equitable and sound people leadership, (including ensuring appropriate training, development, and motivation) to ensure that team performance is measured and proactively managed.
- Lead, motivate and develop people to improve culture, engagement and performance, aligning people and organisational goals.
- Foster an environment that encourages innovative ideas and provides support for the development of emerging skills.
- Actively assist with the delivery of Council's key priorities and ensure effective monitoring and reporting of progress.
- Function as the ambassador for organisational culture and values. Ensure values are embedded and upheld by role modelling constructive behaviours to build trust and support high standards of performance.

Unit Leadership:

- Plan, seek, allocate and monitor resources to achieve service outcomes on time and on budget.
- Manage unit/ team performance against expectations of service.
- Think and act strategically, particularly in relation to unit/ team level strategies, programs and approaches.
- Leverage external networks to ensure Council's service planning and delivery maintains pace with industry leaders.
- Identify and develop changes to policy and procedure in areas of responsibility through a lens of continuous improvement.

Organisational Leadership:

- Ensure implementation and compliance of organisational policy, legislative and regulatory requirements.
- Exercise fiscal management responsibilities and financial and P&C delegations when required.
- Make a considered and strategic contribution to the development and enablement of Council vision, direction and goals to serve the community and advance the organisation recognising an evolving Local Government context.

- Lead in the spirit and practice of Council's Values and Code of Conduct, Collective Agreement and applicable policies, procedures and practices.
- Oversee team/ unit awareness of and compliance with relevant regulations and legislation.
- 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.
- Oversee appropriate care and use of relevant assets and equipment.

Authority:

- Preparation, oversight and management of the team/unit budget.
- Exercise judgment and solve complex problems.
- Make decisions independently and take an innovative approach. Decisions made by the position have significant effect on the team/ unit and/ or department and organisation.
- Effectively manage complex, sensitive and confidential situations applying sound judgement and discretion.
- Provide guidance and leadership to the team/ unit and to the department and/ or organisation as relevant.
- Report any matters that may impact on the safety of Council employees or citizens, assets and equipment.
- Support, enable and encourage strategies and actions identified in Council's Gender Equality Action Plan (GEAP) to improve workplace gender equality.
- Champion a safe environment for children and young people in accordance with Council's commitment to Child Safety.
- Other duties as directed within the skills and capabilities of a position at this level.

Key Relationships:

- Consult with Councillors, staff, volunteers and management across Council.
- Develop and maintain professional relationships with clients, client groups, contractors, providers and other external stakeholders.
- Develop key professional relationships with other operators of similar facilities, with the ability to discuss and resolve common issues.



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Notes and Comments:

- The incumbent may be required to work from various locations within the municipality.
- The incumbent may be required to attend out of hours work meetings (e.g. Council briefings and meetings).

Key Selection Criteria

Position Specific

1. Demonstrated skill in a senior arts leadership role of relative scale with reference to tertiary qualification in arts management, facility management, hospitality and/or minimum ten years related experience.
2. Demonstrated expertise in successfully leading a multi-disciplinary team to meet expectations in venue operations and event delivery, arts programming, hospitality services and visitor experience.
3. Demonstrated capability and experience in managing complex responsibilities with conflicting pressures to meet set objectives and deadlines.
4. Experience with strong conflict resolution, negotiation and persuading skills with stakeholders.
5. Experience in commercial operations, fiscal management, reporting and business analysis and reporting.
6. Demonstrated experience in leading and developing a positive, collaborative and effective team culture.



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Our Leadership Commitments

Manage and Develop People: Engages and motivates staff, develop capability and potential in others.

Creates a climate in which people across the organisation want to do their best.

Leads engagement in effective performance management, development planning and talent identification.

Drives executive capability development and ensures effective succession management practices.

Creates a climate in which senior staff value regular feedback, continuous learning and new experiences Ensures workforce management systems, policies and practices are inclusive of all individuals.

Plans for future workforce capability needs including developing partnerships Instils a sense of urgency around addressing performance problems among leaders in the organisation.

Inspire Direction & Purpose: Communicates organisational goals, priorities and vision and recognise achievements.

Articulates a shared vision of the organisation's future, described in measurable terms, and communicates the way forward.

Actively drives alignment of policy and practices with strategy.

Generates enthusiasm and commitment to goals and cascades understanding throughout the organisation.

Communicates the context and parameters surrounding organisational strategies.

Celebrates success and high performance and supports regular workplace activities to build a positive culture.

Optimise Workforce Contribution: Hires and deploy people effectively and apply sound talent management and workforce planning principles.

Ensures that operating models, systems, processes and workforce structure are aligned to key organisational strategies.



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Oversees the workforce management strategy to ensure the organisation is the right size and shape to deliver outcomes.

Champions the benefits of diversity and ensures hiring practices attract diverse applicants and minimise selection biases.

Ensures talent management processes and resources are in place to inform L&D priorities, investment decisions and succession planning.

Facilitates partnerships with other organisations to strengthen workforce capability.

Lead and Manage Change: Initiates, supports and champions change, assist others to accept and engage with change.

Communicates a compelling case for change and articulates vision, objectives and benefits for different audiences.

Analyses the change context to develop the right change approach for the organisation, community and region.

Ensures regular communication throughout the change effort to build awareness, understanding, support and commitment.

Ensures organisational structures, systems, processes and leadership are aligned to support and embed changes.

Anticipates, plans for and addresses cultural barriers to change.

Conditions of Employment

Conditions of employment are in accordance with the Whitehorse City Council Collective Agreement and Code of Conduct.

Applicants will require the following:

- Identification check.
- Criminal History Check - renewal required every 10 years.
- Working with Children Check - renewal required every 5 years.
- Psychometric Assessment.
- Right to work in Australia.
- Qualification/ Certification
- Victorian Driver's Licence

Physical Requirements

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
Kneeling/Squatting Tasks involve flexion/bending at the knees, ankle, and waist to work at low levels.		Sometimes	
Hand/Arm Movement Tasks involve use of hand/arms	Keyboard, writing, carrying office supplies	Often	
Bending/Twisting Tasks involve forward or backward bending or twisting at the waist.		Never/rarely	
Standing Tasks involve standing in an upright position	May work at sit/stand desk, make presentations	Sometimes/often	
Reaching Tasks involve reaching above head, and above and equal to shoulder height		Never/rarely	
Walking Tasks involve walking on slopes and walking whilst pushing/pulling objects		Sometimes/often	
Lifting/Carrying Tasks involve raising, lowering and moving objects from one level position to another	Office equipment. Not heavy	Sometimes	



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Pushing/Pulling Tasks involve pushing/pulling away, from and towards the body		Never/rarely	
Keyboard Duties Tasks involve sitting at workstation and using computer.	A substantial portion of the work will involve using a computer sitting at a workstation.	Often	
Satisfactory Vision Standard of vision required equal to that required for driver's licence		Often	