

Job Title & Position Number: Coordinator Events & Venues (Ref: 1009)

Level: 9

Line Manager: Manager Community & Cultural Development

Direct Reports: Senior Events and Venues Officer

Events & Venues Bookings Officer

QPT Team Leader

Finance Officer

Location: Civic Centre

Date Reviewed: February 2024

1. Job Purpose

The Coordinator Events & Venues plays a key role in contributing to the creation of a vibrant community through the delivery of an exciting calendar of events and live performances and through the effective oversight of a number of venues. The position is responsible for leading the Events team and Queens Park Theatre team in planning, promoting and implementing community, signature and mayoral events, for ensuring the provision of a professional performing arts theatre in addition to overseeing the bookings of City grounds and venues including the Geraldton Multipurpose Centre, the Queens Park Theatre, the City's public parks, open air venues and sporting grounds.

2. Organisational Context

The position of Coordinator Events and Venues is part of the Community and Cultural Development branch within the Community & Culture department. In total, three (3) branches report to the Community & Culture Director – Community & Cultural Development, Libraries, Heritage & Gallery, and Sport & Leisure.

3. Key Accountabilities

- Lead, coordinate and manage the Events and QPT teams to ensure staff are delivering events and managing venues to a high standard across the City of Greater Geraldton.
- Ensure effective planning, development and delivery of high quality, sustainable client and community focused events.

- Develop, implement and review programs to meet demand and optimise usage and financial return to the Queens Park Theatre, including ongoing development and feasibility analysis of new product and new markets.
- Manage and review implementation of other programming including touring products, local company, school use and all other use to ensure demand is met, and venue use and financial return is optimised.
- Provide strategic advice and support to the Manager Community and Cultural Development, including the preparation of planning data, budgets, reports, continuous improvement strategies and funding proposals.
- Lead the implementation of the City of Greater Geraldton Events Strategy, as well as developing and implementing business and marketing plans for the QPT that are reviewed annually incorporating specific program promotion and revenue enhancing strategies to optimise usage and financial return.
- Develop, implement and execute the City's calendar of events in accordance with the City's Events Strategy.
- Establish professional working relationships with key internal and external stakeholders including internal departments, event's organisers and suppliers, community organisations, public facility users and other external parties.
- Identify, apply for and secure funding and grant opportunities that align with strategic priorities to contribute to the cost of delivering events and programs, as well as securing sponsorship opportunities and establishing ongoing financial partnerships between the City and external organisations to ensure the sustainability of program delivery.
- Oversee the management of contracts to ensure services meet expected targets, outcomes and financial requirements.
- Work alongside the Communications team to oversee the development and execution of communications plans for key events, including signature events.
- Oversee the maintenance of databases for stall holders and event suppliers.
- Oversee the hire of City venues including the Geraldton Multipurpose Centre, the City's public parks, open air venues and sporting grounds.
- Ensure compliant procurement, maintenance and replacement of venue equipment, including development and maintenance of an asset inventory.
- Review and advise of appropriate fees and charges relating to ground, equipment and venue hire.
- Ensure event and function applications comply with applicable laws, Acts, Regulations and Council policies.

- Ensure that all events and functions are managed in accordance with Council policies, allocated budgets and contemporary human resource management approaches.
- Provide timely performance reporting, ensuring rigorous financial management practices are in place.
- Ensure the QPT bar operates within the legislative requirements of the license issued under the Liquor Control Act (1988) as an Approved Manager.
- Manage the provision of a safe and healthy work environment for staff, volunteers and patrons at all City venues in compliance with Work Health and Safety Act 2020 requirements.
- Undertake other relevant duties as directed, consistent with skills, competence and training.

4. Corporate Accountabilities

- **Human Resource Management & Leadership** – Participates in performance management processes; participates in L&D activities including induction, recruitment, and succession planning.
- **WHS** – Ensure duty of care compliance with WHS legislation and follow all health, safety and injury management processes appropriately, including the reporting of injuries, incidents, damage events and near misses.
- **Ethical Behaviour** – Demonstrates a positive commitment and compliance with all relevant legislation, including but not limited to workplace discrimination, harassment, victimisation, bullying, fraud and corruption while ensuring compliance with the City’s Code of Conduct and all City policies.
- **Records Management** - Ensures all documents are recorded in accordance with the City’s Record Keeping Plan and policies and procedures. Ensures confidentiality is maintained at all times.
- **Budgets** – Manage the operational budget to ensure that expenses are controlled and monitored accurately. Report on budgetary deviations and develop strategies to enable forward planning as required.
- **Strategic Vision** - Articulates a clear picture of the future direction of the team and describes how current decisions will impact the ability to achieve this. Creates realistic schedules and assesses opportunities and problems to assist in achieving the City’s strategic objectives as required.
- **Values** - create a positive working environment while upholding the City’s STARS:

SERVICE

- *We will make customers the focus of everything we do.*
- *Our service will be fair, flexible, innovative and reliable.*

<ul style="list-style-type: none"> • <i>We will show genuine concern for customers.</i>
<p>TRUST</p> <ul style="list-style-type: none"> • <i>We will trust the foundation of all relationships.</i> • <i>We will rely and depend on each other.</i> • <i>Our communications will be open and genuine.</i>
<p>ACCOUNTABILITY</p> <ul style="list-style-type: none"> • <i>We will honour our commitments.</i> • <i>We will take responsibility for our own actions.</i> • <i>We won't blame others.</i> • <i>We will hold each other accountable for our actions and behaviours.</i>
<p>RESPECT</p> <ul style="list-style-type: none"> • <i>We will treat others like we would like to be treated.</i> • <i>We will listen before we talk.</i> • <i>We will seek and value the contributions of others.</i>
<p>SOLIDARITY</p> <ul style="list-style-type: none"> • <i>We will be united in our decisions.</i> • <i>We will be united in our actions.</i> • <i>Our strengths will come from interdependence.</i>

5. Selection Criteria

All criteria essential unless otherwise stated.

Qualifications and Experience

- Degree in Hospitality, Events or Arts Management and relevant experience or lesser qualification with significant experience
- Advanced Diploma of Leadership and Management or lesser qualification with extensive staff leadership experience
- C Class Driver's Licence
- First Aid Certificate
- Approved Manager for the service of alcohol
- National Police Clearance
- Extensive experience in strategic planning for events or venues, including business plans, marketing plans and setting and monitoring of KPIs and objectives, including financial and performance
- Demonstrated experience in the management of large budgets and asset management, including the ability to research, attract and monitor sponsorships and grants from public and private sector organisations

- Experience in staff supervision and management of a diverse and / or multiple work teams, with experience of staff engagement through team mentoring / coaching

Knowledge and Skills

- Comprehensive knowledge of risk and WHS management principles as they apply to the position
- Comprehensive knowledge of events or cultural venue management and its purpose and role in a local government setting, as well as business management practices
- High level interpersonal, verbal and written communication skills, as well as demonstrated skills in developing and maintaining relationships with key stakeholders
- Excellent organisational and time management skills, which include the ability to manage a dynamic workload and operate effectively under pressure, utilising the resources available, despite conflicting pressures and with limited direction
- High level communication and advocacy skills with the ability to effectively manage complex public situations and provide excellent customer service both within and beyond the organisation
- Demonstrated ability to resolve conflict situations and to effectively counsel or communicate with employees and stakeholders at all levels
- Demonstrated values of service, trust, accountability, respect and solidarity and a commitment to quality and continuous improvement principles