



City of
Norwood
Payneham
& St Peters

NORWOOD CONCERT HALL COORDINATOR

POSITION & PERSON DESCRIPTION

May 2024

POSITION DETAILS

DEPARTMENT:	Community Development
UNIT:	Arts, Culture & Community Connections
SECTION:	Norwood Concert Hall
ORGANISATIONAL RELATIONSHIP:	<p>This position reports directly to the Manager Arts, Culture & Community Connections</p> <p>The Position is also expected to work in collaboration with staff from across the organisation to achieve the required outputs and outcomes.</p>
DIRECT REPORTS:	<p>Theatre Assistant(s)</p> <p>Venue Hire Officer</p>
AWARD & ENTERPRISE AGREEMENT:	<p><i>South Australian Municipal Salaried Officers Award and the City of Norwood Payneham & St Peters' Municipal Officers Enterprise Agreement</i></p>
CLASSIFICATION:	General Officer, Level 5
SPECIAL CONDITIONS:	<p>Out-of-hours work, as required.</p> <p>Fixed-term Contract</p>

POSITION OVERVIEW

The Norwood Concert Hall Coordinator is responsible for ensuring effective and efficient day to day operations of the Norwood Concert Hall, supervising the end-to-end management of venue hire bookings to ensure exceptional customer service.

As a key role in supporting the business objectives of the venue, the Coordinator contributes to business planning, setting key priorities, targets and continuous improvement of the venue to optimise use and activation of the unique and important cultural asset.

POSITION OBJECTIVES

- Venue hire and customer service.
- Business development and strategy.
- Financial management and contracting.
- Reporting, compliance and continuous improvement.

KEY RESPONSIBILITIES

1. VENUE HIRE AND CUSTOMER SERVICE

- Respond to all venue hire enquiries and prepare venue hire packages and pricing options in a timely and professional manner.
- Liaise with hirers to determine hire and event requirements.
- Establish bump in/out schedules for hire bookings.
- Engage appropriately qualified technicians, production, and specialist contractors to support the delivery of events.
- Execute contracts for venue hire services.
- Roster and co-ordinate venue staffing requirements.
- Ensure front of house staff and bar staff, technicians and specialist contractors are appropriately briefed on the requirements of the event.
- Maintain accurate and up-to-date venue booking records.
- Provide excellent service, including handling complaints and dealing with issues that arise.

Performance Indicators

- Operational plans and procedures are developed and implemented, with clear actions to improve venue efficiency and effectiveness.
- Venue hire targets are achieved.
- Accurate data collection and record keeping.

2. BUSINESS DEVELOPMENT AND STRATEGY

- Collaboratively develop and implement venue hire and marketing strategies to meet financial performance KPIs and community outcomes.
- Ensure venue hire fees are appropriate and benchmarked with other venues on an annual basis.
- Contribute to business and strategic planning to increase utilisation, attract new audiences and support a thriving cultural venue in the heart of our City.
- Seek ways to refine the venue hire offering to ensure a sustainable business model that provides the best possible customer and visitor experience.
- Develop and maintain relationships with the arts and entertainment sector and suppliers to establish collaborative partnerships and inform business decisions.

Performance Indicators

- Operational efficiency and lead conversion rates.
- Partnership effectiveness in expanding market reach and meeting community needs.
- Active participation in business planning processes.

3. FINANCIAL MANAGEMENT AND CONTRACTING

- Ensure that invoicing of payments is undertaken in a timely manner, in line with the Council's Condition of Hire.
- Plan, monitor and report on revenue tracking and venue hire targets.
- Ensure all venue income and expenditure is managed in accordance with the organisations financial systems, processes, and delegations.
- Establish and maintain relationships with external suppliers, taking responsibility for the management and ordering of stock.

Performance Indicators

- Compliance with organisational policies, procedures, and financial delegations.
- Financial performance to budget.

4. REPORTING, COMPLIANCE AND CONTINUOUS IMPROVEMENT

- Ensure venue operations meet all obligations with regards to relevant laws, contracts, insurance, policies and WHS frameworks and reporting.
- Maintain RSA register, ensuring all liquor licensing requirements are up-to-date and in line with current legislation.
- Lead continuous improvement of venue hire procedures and workflows in collaboration with the Manager, Arts, Culture & Community Connections.
- Provide a quarterly report to the Manager, Arts, Culture & Community Connections, on activities and outcomes.
- Ensure that the venue and facilities are clean and organised at all times to the standards set by the Council.

Performance Indicators

- Timely reporting and compliance with relevant organisational and venue operational legislation, best practice principles and obligations.

SELECTION CRITERIA

ESSENTIAL CRITERIA

- Extensive customer service experience, preferably in a venue hire context.
- High level of administrative experience in managing every step of the event booking lifecycle.
- Demonstrated ability to maintain a high level of professionalism at all times.
- Excellent communication skills and ability to communicate and work effectively with internal and external stakeholders.

DESIRABLE CRITERIA

- Certificate-level qualifications in venue management or over five (5) years' experience in a related field.
- Established arts and entertainment sector networks.

JOB REQUIREMENTS

- National Criminal Record (Police) Clearance with no adverse findings.
- *Department of Human Services (DHS) Working With Children Clearance.*
- Be fit to undertake the inherent job requirements and the physical demands of the position and remain so during employment in accordance with reasonable work, health and safety expectations, and relevant policies and procedures.
- Completion of training & attainment of skills applicable to Award Classification.
- Attend training courses and relevant staff development courses and maintain competency levels.
- Complete duties as requested by a more senior officer than yourself.
- Complete duties within the timeframes allocated.
- Out of hours work, as required.

WORK HEALTH & SAFETY RESPONSIBILITIES

- In accordance with *Section 28* of the *Work Health and Safety (WHS) Act 2012*, while at work you must:
 - take reasonable care of your own health and safety; and
 - take reasonable care that your acts or omissions do not adversely affect the health and safety of other persons; and
 - comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the Council; and
 - cooperate with any reasonable policy or procedure of the Council.
- As part of the Council's safety management system, all workers are required to:
 - report any hazards, near misses, incidents, accidents, injury or ill-health which arise in the course of, or as a result of, their work;

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- correctly use, and maintain, any clothing and equipment provided for the purposes of WHS;
 - maintain their workplace in a tidy and safe condition;
 - ensure that their safety, and that of others, is not affected by the consumption of alcohol or other drugs;
 - not interfere with, remove or displace any safety devices, guards or protective equipment unless it is part of an approved maintenance or repair procedure; and
 - actively participate in consultation and consideration of all WHS issues that are pertinent to their workplace.
- Work Health & Safety (WHS) Competencies and training requirements include:
 - Sun Smart UVR (induction)
 - Hazardous Chemicals Awareness (induction)
 - Drugs & Alcohol Awareness (induction)
 - Environmental Hazards General Awareness (induction)
 - Hazardous Manual Tasks Awareness (induction)
 - Fatigue Awareness (annual)
 - In addition to your obligations listed above, as a Coordinator you are responsible for, and will be held accountable for, maintaining a safe work environment by controlling, directing and monitoring work practices within your area of responsibility, and in particular:
 - communicating the contents of the approved WHS policy, procedures, plans and programs to workers;
 - ensuring adherence to WHS policies and procedures within your sphere of control;
 - maintaining a basic awareness of safety issues within your respective area;
 - providing all workers (staff, contractors and visitors), who are required to enter an area under your control, a safety induction prior to commencing work;
 - coordinating and participating in, local WHS consultation processes;
 - constantly reviewing working procedures and practices within your area of responsibility;
 - ensuring all plant, machinery and equipment is properly maintained;
 - identifying, assessing and controlling hazards and WHS risks; and
 - providing data related to local WHS performance as required.

Performance Indicators

- Increased awareness of, and compliance with, WHS legislation.
- Safe working practices utilised which are WHS compliant.
- Competency levels maintained and kept up-dated as required.
- Timely reporting of hazards and risks to ensure prevention is attempted at all times.
- Immediate reporting of all accidents and incidences.

ORGANISATIONAL VALUES

At the City of Norwood Payneham & St Peters, all staff are committed to improving the quality of services which are provided to the community. In order to ensure that we achieve this, we have embraced the *Business Excellence Framework* as a mechanism for implementing continuous improvement and as part of this we have adopted a set of Organisational Values and Community Well-Being Model.

The Organisational Values (which are summarised below) form an integral part of the Position & Person Description.

The Organisational Values are a shared set of values to assist in guiding staff behaviour in terms of how we interact with each other and the Elected Members, as well as how we treat people in our community as part of our day-to-day operations and service delivery.



AGREEMENT

This Position & Person Description accurately reflects and describes the responsibilities, accountabilities, duties and skills required and the expected outputs and outcomes for the position of Norwood Concert Hall Coordinator.

APPROVED BY:

READ & AGREED TO BY:

Mario Barone PSM
CHIEF EXECUTIVE OFFICER

NORWOOD CONCERT HALL COORDINATOR

Date

Date

Position & Person Descriptions form an important part of an integrated planning process to ensure that individual performance, and the required outputs and outcomes of each position within the organisation, align with the strategic and corporate directions of the Council as set out in the *CityPlan 2030: Shaping Our Future*. The *Organisational Values* are an integral component of the organisational culture and all staff are expected to perform their duties within the framework of the *Organisational Values*.