

# POSITION DESCRIPTION



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## 1. POSITION DETAILS

**Position Title:** Library Venues Coordinator  
**Division:** City Life  
**Unit:** Creative City  
**Management Level:** Worker

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## 2. ORGANISATIONAL RELATIONSHIPS

**Position Title of Supervisor:**

Area Team Leader

**Titles of Positions which report to Library Venues Coordinator are:**

None

**Contractors for which this position is responsible:**

None

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## 3. PRIMARY PURPOSE OF POSITION

The Library Venues Coordinator is responsible for:

- management of all bookings for library spaces
- coordinating the setup, cleaning and security activities of venues to ensure presentation standards of the venues comply with the City and hirers requirements
- promotion of library hireable venues

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## 4. POSITION OBJECTIVES

The major objectives to be achieved by the Library Venues Coordinator are;

- To provide excellent customer service to hirers and clients.
- To manage an online booking environment and governance of invoicing and financial processes
- To develop and implement all administrative and clerical duties relating to the booking of Library Venues, including terms and conditions of hire documents, meeting City's requirements.
- To manage access to venues by hirers

- To promote Library venues and contribute to marketing plans.
- To ensure the venues are clean and presentable at all times. To communicate any maintenance issues or cleaning issues to the Area Team Leader to follow up.
- To organise and set up venues for hire as per hiring agreements. This may require the interpretation of floorplans and venue instructions; undertake the set up/breakdown of stages, tables and chairs etc (in consultation with the Area Team Leader); and making adjustments to floor plans when required.
- To establish and maintain a framework for regular statistical and financial reporting.
- To perform the necessary duties as specified for Fire and Evacuation plans.
- Other duties as specified by the Library Management team.
- To be held accountable for working conditions under the control of the position and for detecting any unsafe or unhealthy conditions or behavior and to take immediate steps to investigate and rectify any risks to health, safety and welfare arising from any activity.

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## 5. POSITION ACCOUNTABILITIES

The key accountabilities of this position are:

- To be flexible, sensitive and diplomatic in understanding client's needs and to quickly respond to changing needs during or in the lead up to an event, in line with City and library procedures
- To establish and maintain strong relationships with the Libraries and Learning teams, other City teams, clients, hirers and contractors.
- To work safely in all areas and ensure the safety of staff, hirers, patrons and the general public.
- To provide an excellent service to hirers, in order to increase the marketability of the Library's venues.
- To manage risk and safety within library venues and areas impacted by hirers
- Comply with and keep abreast of any relevant legislation applicable to the performance of the duties of this position.

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## 6. WORK, HEALTH & SAFETY RESPONSIBILITIES

Workers have an active role to play in the Safety Management System (SMS). Workers have the following responsibility, authority and accountability:

- Working safely so as not to put yourself or others at risk
- Stopping work in circumstances that are deemed an immediate risk to health and safety until a satisfactory solution is agreed/implemented
- Cooperating and complying with safe work method statements, policies and procedures and participating in their development

- Reporting all accident, incidents and hazards to your supervisor immediately and participating in accident/incident investigation and risk management activities
- Attending WHS training
- Complying with the requirements of the City's Return to Work program

A full list of WHS responsibilities and accountabilities are available within the City's SMS document; Responsibility, Authority and Accountability (RAA) Matrix.

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## 7. AUTHORITY TO ACT

- Day to day operations and workflow will be specified by the Area Team Leader.
- The incumbent has the authority to take any reasonable steps to ensure that the smooth flow of operations is maintained providing the actions are consistent with the responsibilities of the position and subject to any limitations, corporate policies, procedures or safe work method statements.
- All personnel have the power to stop work in circumstances that are deemed an immediate risk to health and safety until a satisfactory resolution is agreed / implemented. Such circumstances may include life threatening situations or those that could result in loss of limb or other significant lost time injury.

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## 8. SELECTION CRITERIA

### Essential Criteria

- More than 3 but less than 5 years experience in a venues or facilities role
- Demonstrated ability to work flexibly in a changing environment
- Excellent verbal and written communication skills and ability to work with multiple stakeholders
- Demonstrated experience with audience development, marketing and promotion of event spaces
- Demonstrated experience with using online venue booking systems
- Demonstrated experience in the development and management of procedures and processes to manage venues across multiple sites
- Demonstrated ability to problem solve and negotiate with stakeholders to meet both City and hirers requirements
- Demonstrated experience with AV and technology including mixing desk, digital information screens and Skype to assist with set up in venues and to support hirers during events if required
- Experience in the set up and pack down of equipment such as staging, tables and chairs for events, and related manual handling requirements
- Willingness to work evenings or weekends as required

- Demonstrate a commitment to Equal Employment Opportunity, Work, Health and Safety and Cultural Diversity principles.

**Desirable Criteria**

- Proficiency in a language other than English

**RECEIPT OF POSITION DESCRIPTION**

I acknowledge that I have received a copy of my position description.

Please return the signed copy to Employee Relations, Level 5, Town Hall House and retain a copy for your records.

Once returned this signed position description shall be placed on your personnel file.

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**Position Holder** (please print)