



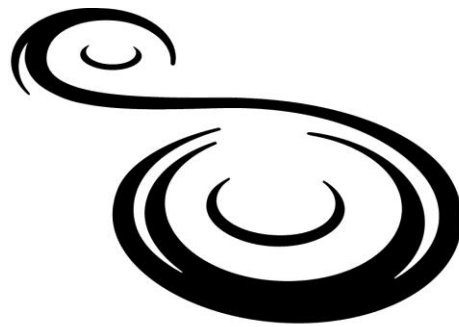
**Application Package for the position of**

# **VENUE COORDINATOR**

(Permanent position with option of flexible working arrangements)

Corporate and Community Services Department

with



# Somerset

REGIONAL COUNCIL

- \* Position Description
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**Applications close at 5pm Wednesday, 12 May 2021.**

## Position Description

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<b>Title:</b>	<b>Venue Coordinator</b>
<b>Reports to:</b>	<b>Director Corporate and Community Services</b>
<b>Award:</b>	<b>Queensland Local Government Industry (Stream A) Award – State 2017</b> (as amended or replaced) <small>Division 2   Section 1_Administrative, clerical, technical, professional, community service, supervisory and managerial services.</small>
<b>Agreement:</b>	<b>Somerset Regional Council Officers Certified Agreement – 2020</b> (as amended or replaced)
<b>Classification:</b>	<b>Level 4</b>
<b>Salary range:</b>	<b>\$78,900 to \$83,995 gross base per annum</b> (dependent on qualifications and experience)
<b>Location:</b>	<b>Somerset Civic Centre in Esk</b>

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### **Position Objective:**

The purpose of the Venue Coordinator position is to play a pivotal role in the development of the Somerset Civic Centre at Esk. The coordinator will be responsible for providing exceptional service to hirers, audiences, visitors and artists in an effort to attract new customers and increase overall visitation to the Somerset Civic Centre.

The Venue Coordinator will be the first point of contact for many customers of the Somerset Civic Centre and will be responsible for maintaining strong relationships with customers and the community. The coordinator will work closely with other Council team members to develop systems, policies and procedures to provide a suite of services that would be expected of managed performing arts centres and function spaces. Areas of responsibility will include ticketing, promotion and engagement, school and community liaison, box office administration and building maintenance coordination.

The position will be located at Esk, with travel required across the Somerset Regional Council area.

### **Requirements:**

#### (a) Experience/Qualifications

- Relevant qualifications in business administration and/or management, event management, venue management or equivalent work experience in the events, venues and/or creative industries.
- Experience in effectively managing community venues and events.
- Experience in maintaining effective community and professional partnerships.
- Experience in communicating effectively with a diverse range of stakeholders.

#### (b) Knowledge

- Significant understanding of venue management including ticketing, front of house, customer service, hospitality and business development and the ability to develop new policies, systems and procedures.
- Demonstrated high level community engagement knowledge, skills, and experience.
- Sound knowledge of risk management and workplace health and safety responsibilities related to venue management.
- Knowledge or the ability to quickly acquire knowledge of Council operations and related policies, and procedures with an understanding of official protocol.

#### (c) Skills

- Exceptional communication skills and ability to develop engaging content through text, images and videos for social media campaigns.
- Demonstrated skills in coordination and collaboration to deliver venue-based community projects and events.
- Ability to work independently under limited supervision, and as a member of a team.
- Efficient and effective planning and organisational skills
- High level numeracy and literacy skills



(d) Additional Requirements

- Current Open Queensland Drivers Licence – unrestricted (mandatory)
- Ability to maintain a high level of professional confidentiality and discretion when working with private and/or sensitive information within the workplace and community
- The incumbent:
  - must be eligible for a Blue Card for Working with Children issued by the Queensland Government
  - will be requested to provide a National Police Certificate and pre-employment functional and medical assessment with the outcome to be acceptable to the Chief Executive Officer;
  - will be required to work at different locations across the region from time to time;
  - must maintain a high standard of personal appearance and dress appropriately, wearing the corporate council wardrobe, where provided.

**Key Responsibilities**

The key responsibilities may be modified from time to time to ensure that outcomes of the Somerset Civic Centre are met. Without limiting the above, the key responsibilities of the position holder shall include:

- Provide administrative and operational support to the Somerset Civic Centre, including financial administration, regular building maintenance coordination, processing event bookings, ensuring hirers receive high quality and responsive service.
- Lead the implementation of ticketing services including any operational and staffing requirements.
- Develop and lead a team of Front of House ushers that include volunteers and paid staff ensuring they are inducted and trained to the level required.
- Build long term, value-based relationships, as well as source new customer and strategic partnerships.
- Develop funding submissions in collaboration with the corporate services team to support the entertainment, performing arts and cultural needs of the Somerset community and region.
- Provide a range of support services to external and internal event organisers/ stakeholders to ensure a positive experience.
- Plan and coordinate the operations and programs delivered through the centre in accordance with quality, risk and budget requirements.
- Develop and review operational systems and processes to achieve statistical, quality and risk management reporting requirements.
- Assist to develop marketing and engagement initiatives in coordination with the relevant council department
- Responsible for compliance with Council's Information Management Policy, to make and electronically record full and accurate records of all relevant business activities within Council's electronic records management system.
- Security of Council information viewed or accessed during the performance of your duties is contained in the provisions of the Employee Code of Conduct. Subsequently, as a Council employee, you are required to ensure the security and appropriate intended use of Council information at all times.
- The employee will support Somerset Regional Council's Customer Service Policy and Protocol and will comply with the provisions contained in the policy and the commitment to customer service.
- Take reasonable care of your own health and safety.
- Take reasonable care that your acts or omissions do not adversely affect the health and safety of others.
- Comply with any reasonable instructions provided by Somerset Regional Council to ensure work is conducted in accordance with the requirements of the Workplace Health and Safety Act, Regulations, Codes of Practice and Council's Safety Management System.
- Consult within your work team during any risk assessment of tasks and ensure that any identified control measures are understood, in place and adhered to.
- In addition to the key duties and responsibilities, the incumbent is responsible and accountable for adhering to Council's Employee Code of Conduct, all Council policies and supporting Council's overall Corporate Plan and objectives.
- Other duties as delegated by the Director Corporate and Community Services and/or Chief Executive Officer that will assist in reaching Council's objectives as detailed in the Corporate and Operational Plans.



**Performance / Skill Standards:**

(a) Accountability

- Accountable to the Regional Librarian and the Director Corporate and Community Services

(b) Extent of Authority

- Freedom to act within established guidelines and procedures and in accordance with the Operational Plan and directions issued by Council.
- Assistance is available when problems occur

(c) Performance Standards

- Tasks allocated to the position shall be performed to agreed standards and in accordance with established procedural guidelines. Performance indicators shall be those as agreed with the Director Corporate and Community Services recognising those standards as outlined in Council's Corporate Plan and supporting Operational Plan.
- Work shall be performed in accordance with accepted industry standards, quality assurance standards and in compliance with Workplace Health and Safety Act and other legislative requirements or standards which may be appropriate and including Council policies, procedures and local laws.
- Allocated tasks shall be completed consistently within agreed time frames.
- Active participation in planning and recommending possible ways in which allocated tasks can be carried out more effectively and efficiently.
- Demonstration of a spirit of cooperation towards other employees and the achievement of Council's aims and objectives.

## Selection Criteria

- SC1. Qualifications in business administration and /or management or equivalent work experience in the events, venues, and/or creative industries.
- SC2. Proven ability to apply an entrepreneurial approach to business and audience development.
- SC3. Ability to build a team and lead people by nurturing strong relationships, providing clear direction, training, and support.
- SC4. Significant understanding of venue management including ticketing, front of house, customer service, hospitality and business development and the ability to develop new policies, systems and procedures.
- SC5. Clear understanding of risk management and workplace health and safety responsibilities related to venue management.
- SC6. Demonstrated digital literacy across various software, including but not limited to Microsoft Office, ticketing platforms and venue management software.
- SC7. Demonstrated high level interpersonal and communication skills including proven ability to develop and maintain relationships and partner with stakeholders.

## Advertisement

Somerset Regional Council is seeking highly motivated, enthusiastic, suitably qualified and experienced professionals to support the organisation in the following rewarding roles.

### **VENUE COORDINATOR** **CORPORATE AND COMMUNITY SERVICES DEPARTMENT**

Permanent\_Reference No: HR051/21

This position will play a pivotal role in the development of the Somerset Civic Centre at Esk. The coordinator will be responsible for providing exceptional service to hirers, audiences, visitors and artists in an effort to attract new customers and increase overall visitation to the venue.

### **RECORDS OFFICER** **CORPORATE AND COMMUNITY SERVICES DEPARTMENT**

Permanent Full-Time | Reference No: HR053/21

Based in Esk, this position will provide efficient and effective assistance to the records management section of Council and other areas of the Corporate & Community Services Department as required.

### **FOREMAN** **Construction and Maintenance (Kilcoy)** **OPERATIONS DEPARTMENT**

Permanent Full-Time | Reference No: HR054/21

This position will be responsible for the direct supervision of Council's road construction and maintenance crews based at Kilcoy, ensuring all works meet required service standards such as time, budget, quality and statutory obligations.

Salary and conditions will be in accordance with the applicable award and certified agreement, plus relevant allowances, depending on qualifications and experience.

Successful applicants will also have access to additional employment benefits including, but not limited to:

- 9-day fortnight
- Up to 12% employer superannuation contributions
- Continued professional development opportunities
- Positive work-life balance
- Access to employee assistance and staff wellness program
- Employment with a financially strong community based organisation.

Application packages are available from [www.somerset.qld.gov.au](http://www.somerset.qld.gov.au) or 5424 4000. Applications, specifically addressing the selection criteria, must be submitted by 5pm Wednesday, 12 May 2021.

Mail: Chief Executive Officer  
Somerset Regional Council  
PO Box 117, Esk Qld 4312

Email: [jobs@somerset.qld.gov.au](mailto:jobs@somerset.qld.gov.au)

Phone: (07) 5424 4000

**Somerset. Real Country. Real Adventure.**



## Job Application Guidelines

### Introduction

Thank you for your interest in the recently advertised position with Somerset Regional Council.

The assessment for selection is based on the merits of each applicant in relation to the responsibilities and functions of the vacant role, and specifically the key selection criteria, as outlined in the advertised application package.

This booklet has been prepared as a guide for job applicants and includes an explanation on how to address the key selection criteria based on your own experiences so that you address the relevant selection criteria, as they pertain to this role at Council.

### Location and Brief History

Somerset Regional Council was formed on 15 March 2008 following an amalgamation of Esk Shire and Kilcoy Shire Councils.

Somerset Regional Council has a Mayor and six (6) Councillors, each is elected by their constituents, and serve a four (4) year term.

This regional local government is an hour west of Brisbane and is the fastest growing local government area in south east Queensland. It has strong agricultural, environmental, heritage and tourism values. It contains important vegetation and forest, areas of high scenic and landscape amenity and significantly, the key water catchments for southeast Queensland.

The Somerset region has an area of 5382 square km and includes five major townships, Esk, Fernvale, Kilcoy, Lowood and Toogoolawah. The region is home to approximately 25,000 people and is expected to grow to an estimated 34,500 by 2031. Somerset's neighbouring local governments are Lockyer Valley, Ipswich City, Brisbane City, Moreton Bay, Sunshine Coast, Gympie, South Burnett and Toowoomba.

Somerset Regional Council's logo represents the region's two major dams, with the larger body of water representing Wivenhoe and the smaller body being Somerset. The overall shape of the icon with the water flowing from Somerset to Wivenhoe creates the shape of a clear "S", which uniquely identifies this water graphic to be that of Somerset Regional Council.

### Recruitment and Selection

All applications are assessed against the key selection criteria listed in the advertised application package, taking into consideration the following:

- Skills and abilities;
- Underpinning knowledge;
- Qualifications;
- Relevant work experience.

### Your Application

Have you obtained a copy of the application package for the position you are applying for?

If not, visit Council's Website ([www.somerset.qld.gov.au](http://www.somerset.qld.gov.au)) to download a copy, or phone Council on (07) 5424 4000 to request a copy. Upon request, a Council officer will post or email you a copy. Alternately you can visit the administration centre located at 2 Redbank Street, Esk; or one of the customer service centres located at corner Michel and Michel Street, Lowood or 15 Kennedy Street, Kilcoy.

If you would like to find out more about the position than what is explained in the application package, phone Council and you will be directed to the human resources section for further assistance.

You will need to submit a completed Application Cover Form, your letter of application, an up-to-date resume and your statements addressing the Key Selection Criteria. It is important that you provide a completed



Application Cover Form as this will ensure it is clear which position you are applying for and list your contact details.

### Position Description

The position description, listed in the application package, is the major source of information regarding the position you are applying for.

You should read this document carefully. It includes the following information:

- Details of the position
- Primary delegations, accountability and responsibilities
- Reporting / responsibility lines
- Performance criteria and measurements; and
- Selection criteria

### Introduction to Selection Criteria

It is important to note that this guide will continually refer to “selection criteria” and you must address the selection criteria as part of your application.

The selection criteria are the skills, abilities, experience, knowledge and qualifications that the position defines as essential to effectively and efficiently perform the role.

The degree to which applicants meet the selection criteria is a fundamental component of the overall selection process.

You should compile a statement that concisely and adequately illustrates how you meet each of the criteria. It is not enough to simply state that you meet the criteria. You should provide examples of how you meet them and where you have had relevant work experience. You can also include transferable knowledge, skills or abilities in areas relevant to the defined selection criteria, which you have developed outside the workplace.

Failure to address the selection criteria prevents the panel from being able to easily and accurately assess your competencies and may exclude you from further consideration.

### Your Resume

Your resume should provide your personal contact details as well as your educational qualifications, work history, special skills or qualifications, training details and referees, plus any other information that may assist your application for the position. Be clear, concise and informative.

Include names, position titles, addresses and contact numbers of at least two (2) recent referees. The best referees are those that are current, and that can discuss your working experience relevant to the advertised key selection criteria.

### Closing Date

Applications should be submitted before 5pm on the closing date for the position and should be forwarded to:

<p><b>Post to:</b> (Reference No.) Chief Executive Officer Somerset Regional Council PO Box 117 Esk Qld 4312</p>	<p><b>Deliver to:</b> Esk Administration Office 2 Redbank Street, Esk;  Marked: (Reference No.) Chief Executive Officer</p>	<p><b>Email to:</b> jobs@somerset.qld.gov.au  Marked: (Reference No.) Attention: Chief Executive Officer</p>
<p>PLEASE NOTE: ensure you state the position number (in the job advertisement) of the position for which you are applying. <u>No folders please.</u></p>		





It is recommended each applicant contact Council to ensure the sent application has been received prior to the closing date.

Should your application be submitted via email, request a delivery / read receipt prior to sending.

If your application is likely to be late, please telephone before cut off deadline and request permission for a late application to be accepted. Please note, only the Chief Executive Officer has the ability to accept a late application, and without prior approval it is unlikely to be accepted.

Following the closing date, all applicants will be sent a letter acknowledging receipt of their application. Your application will be recorded and the selection process will be managed by the Human Resources section. If you are short-listed you will receive a letter or phone call to invite you to attend testing and /or interviews. When the selection process has been completed all applicants will be advised whether they have been successful or unsuccessful.

### **Interview**

Should you be invited to attend an interview it is important that you plan and prepare adequately. The interview provides the opportunity for the selection panel to confirm your qualifications, knowledge, experience and personal qualities against the needs of the position. It also provides you with the opportunity to find out more about the position and Council.

All interviews are conducted by a selection panel, which would usually consist of three (3) Council officers. During the course of the interview you will be asked a series of questions to determine how well you meet the key selection criteria.

You will be notified of the outcome of the interview process. If you are unsuccessful you will have the opportunity to obtain post-selection feedback from the human resource department, upon request.

### **Privacy Collection Notice**

All personal information provided by applicants is protected in accordance with Council's Privacy Policy.

Submission of an application, resume and copies of qualifications and references constitutes permission to use the applicant's personal information as necessary for the purpose of selection for the vacant position and subsequent employment, if successful.

The information you provide as an applicant is used primarily by the selection panel to assess merit for a position. Access by other Council staff is limited to what is required to enable them to undertake associated administrative requirements, e.g. processing applications, arranging interviews and/or pre-employment assessments.

### **Conditions of Employment**

#### **Pre-Employment Checks**

As per Council's Fraud Management Policy, successful applicants will be requested to undergo a National Police Check prior to commencing work with Somerset Regional Council with the outcome acceptable to the Chief Executive Officer.

Other pre-employment checks, with outcomes to be acceptable to the Chief Executive Officer, may also be required including but not limited to:

- Medical / Functional Capacity assessment;
- Blue Card for working with children.



### **Hours of Work**

Most employees currently work a 76-hour fortnight, incorporating a nine-day fortnight. The times below are the general start and finish times for the staff. Some teams work different hours depending on work requirements.

#### **Field Staff**

Start: 6am

Finish: 3 - 3.30pm

#### **Administration Staff**

Start: 8am

Finish: 5pm

As part of Certified Agreements, start and finish times may be altered by mutual agreement.

### **Superannuation**

As of 1 July 2017 all employees of Somerset Regional Council have a choice of superannuation fund. The Queensland Local Government Superannuation Scheme (LGIA Super) remains the default fund for all employees. Information on this scheme will be provided upon commencement.

### **Staff Development and Training**

Council is aware of the need for the development of its staff. Field and administration staff will have performance appraisals completed annually.

Employees are encouraged to undertake training relevant to their duties and to undertake study in approved courses.

### **Workplace Health and Safety**

All employees starting with Council must commit to the employee obligations of the Workplace Health and Safety Act and associated Regulation and Codes of Practice.

### **Smoke Free Workplace**

Council provides a smoke free work environment. Smoking is prohibited in Council buildings, vehicles and plant. This applies to all employees, elected members and visitors.

### **Probation**

It is a standard for all Council employees to be placed on a probationary period of three (3) months upon commencement with performance being reviewed during this period.

A further probation period of up to three (3) months may be agreed to in writing if the required standards have not been met.

### **Additional Information**

Additional information about Somerset Regional Council can be found at [www.somerset.qld.gov.au](http://www.somerset.qld.gov.au).

**Thank you for the interest you have displayed in working for our organisation.**



## Application Cover Form

Please attach this form to the front of your application

*(Note to the Applicant – Please write clearly and legibly)*

### POSITION DETAILS

Title of Position Applied for: **HR051/21 – VENUE COORDINATOR**

### PERSONAL DETAILS

First Name:                      Middle Name:                      Surname/Family Name:

Street Address:

Town/Suburb:

Post Code:

#### Contact Numbers

##### BUSINESS HOURS

##### AFTER-HOURS

Phone:

Phone:

Mobile No.:

Mobile No.:

Fax No.:

Fax No.:

Email Address:

Email Address:

#### For your application to be considered, you MUST include the following:

- Application Cover Form
- Application Letter
- Resume
- Statement addressing the Key Selection Criteria

#### How were you notified of this job opportunity: (please tick ✓)

Newspaper Advertisement

- |  |  |  |
|--|--|--|
| <input type="checkbox"/> Courier Mail        | <input type="checkbox"/> The Lockyer & Somerset Independent  | <input type="checkbox"/> SEEK Website                |
| <input type="checkbox"/> Toowoomba Chronicle | <input type="checkbox"/> Kilcoy Sentinel Community News      | <input type="checkbox"/> Council Website / Facebook  |
| <input type="checkbox"/> Queensland Times    | <input type="checkbox"/> Qld. Local Government Job Directory | <input type="checkbox"/> Internal                    |
| <input type="checkbox"/> The Somerset        | <input type="checkbox"/> Somerset Regional Council Website   | <input type="checkbox"/> Other - please specify..... |

#### PRIVACY DISCLAIMER

Your application will only be used for the position for which you apply. If Council would like to use your application for a further vacancy(s) your permission will be sought. The only people who will handle your application will be the staff involved in the selection process and management/filing of Council correspondence, unless otherwise authorised or required by law.

#### APPLICANT DECLARATION

I declare that to the best of my knowledge all the information provided in support of my application is true and correct.

Applicants Signature: .....

Date: