



## POSITION DESCRIPTION/SPECIFICATION

### 1. POSITION IDENTIFICATION

<b>Title</b>	Community Venues Booking Officer	<b>Level</b>	4
<b>Business Unit</b>	Leisure and Cultural Services	<b>Position Number</b>	00163, 00650, 01499
<b>Directorate</b>	Corporate Services	<b>Date Established</b>	July 2006
<b>Reporting to</b>	Team Leader – Community Venues	<b>Date Updated</b>	March 2026

### 2. KEY OBJECTIVES

- Manage the bookings and usage of City managed venues by regular and casual groups and individuals.
- Oversee the management and functionality of City managed venues.
- Perform financial administration functions relating to venue bookings.
- Provide a high-level customer service function related to the booking of City venues to hirers and internal and external stakeholders and clients.

### 3. KEY ACCOUNTABILITIES

- All venue booking enquiries applications and confirmations are managed in accordance with legislation, protocols, procedures, processes, work instructions and adopted practices.
- Customer service is delivered professionally in accordance with the City's Customer Service Charter and relevant protocols and procedures.
- Venues are managed effectively and efficiently to ensure they fit for purpose and meet hirers needs and requirements.
- Invoices and payments are accurately tracked and managed.
- Ensure prompt and accurate capture of corporate information and documentation in accordance with the City's record keeping system and associated policies, protocols and practices.
- Comply with Work, Health and Safety (WHS) legislation, City policies, procedures and other WHS related requirements, and actively support City safety systems.

#### 4. KEY ACTIVITIES

##### ACTIVITIES

###### **Outcome: Booking Co-ordination**

- Engage hirers to submit booking applications for term, seasonal and annual hire in line with internal timeframes.
- Process and manage all requests from commercial, community and not for profit groups.
- Apply the appropriate charges to bookings through accurate interpretation of the City's Schedule of Fees and Charges and Facility Hire Subsidy Policy.
- Submit requests for additional subsidies, waivers of fees and liquor related requests for all hirers.
- Maintain an accurate database of all hirers.
- Prepare accurate reports including subsidised use reports, hirer data, occupancy statistics and others.

###### **Outcome: Venue Management**

- Arrange the provision of keys and alarm codes to booked venue for hirers and maintain key and alarm code records.
- Ensure hirers are familiar with venue access requirements as well as the City's Terms and Conditions of Hire.
- Undertake venue inspections and audits.
- Co-ordinate the small equipment replacement program.
- In consultation with the Team Leader Community Venues allocate storage to hirers and ensure the accurate management storage records.
- Ensure floodlighting is aligned to confirmed bookings, users are provided SMS control information (where relevant) and maintain lighting records.
- Ensure all maintenance, vandalism and cleaning reports are logged appropriately and followed up where necessary.

###### **Outcome: Financial Management**

- Review outstanding debt and pursue in line with Community Venues Booking Office debt collection procedure.
- Prepare monthly financial reports on subsidised use and outstanding money for hirers.
- Submit refunds for approval for bonds and cancelled bookings for hirers.
- Provide input to annual and mid-year budgets and business planning.

###### **Outcome: Customer Service**

- Respond to customer enquiries, feedback and requests in a professional manner and in line with corporate timeframes.
- Provide venue hire related services to hirers including commercial, community and not for profit clients.
- Liaise with internal and external customers to ensure efficient and effective customer service delivery.
- Maintain the confidentiality and privacy of customer records at all times.

###### **Outcome: Administration**

- Ensure all operational manuals related to regular hire for the Community Venues Booking Office are accurate and up to date at all times.
- Develop and implement administrative techniques, work practices and procedures for the Community Venues Bookings Office in accordance with City protocols and procedures.

- Perform other duties as requested within the scope of this level and in accordance with skills, knowledge and experience.

## 5. **WORK RELATED REQUIREMENTS**

### **Essential Skills, Knowledge, Experience and Qualifications:**

#### **Skills:**

- Organisational and time management skills, with proven ability to effectively prioritise multiple tasks to meet deadlines and achieve desired outcomes.
- Interpersonal skills to effectively liaise with internal and external customers on confidential matters.
- Written communication skills, with proven ability to ensure clear and concise documents and correspondence are prepared.
- Computer skills with Microsoft Office
- Ability to contribute to and work as part of a team.
- Ability to operate facility booking systems and databases.

#### **Knowledge:**

- Community group activities and their venue and operational requirements.
- Customer service concepts.
- Administrative procedures.
- Accounts receivable practices related to invoicing, debt collection and producing reports
- Document management systems.
- WHS requirements.

#### **Experience:**

- Delivering bookings service across multiple venues.
- Dealing with both internal and external customers and the general public.

#### **Qualifications / Clearances:**

- Current 'C' Class WA Drivers License.
- Current National Police Certificate.

## 6. **EXTENT OF AUTHORITY**

- Follows standards/procedures; acts within established guidelines.
- Work outcomes are clearly defined and monitored.
- Contributes to the development of work practices and procedures.
- Usually solved with reference to procedures/documented methods and instructions; assistance available.
- Limited judgement required within clearly established guidelines.

## 7. **WORKING RELATIONSHIPS**

### **Level of Supervision:**

- Works under general supervision.

**Internal:**

- All Business Units

**External:**

- Community groups, sporting clubs and schools.
- Local community, ratepayers and general public.
- Commercial groups and operators.
- Other external stakeholders where appropriate.

**8. POSITION DIMENSIONS**

NUMBER OF EMPLOYEES DIRECTLY REPORTING TO POSITION	0
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