

POSITION DESCRIPTION

POSITION	COORDINATOR, VENUE HIRE
SECTION / WORK UNIT	Venue Hire
LOCATION	Geelong Library and Heritage (GLHC)
AWARD CLASSIFICATION	Band 6
HOURS OF DUTY	76 hours per fortnight, flexible hours with some weekend and evening work
CONDITIONS OF EMPLOYMENT	Geelong Regional Library Enterprise Agreement (2017) and its successors
REPORTS TO	Manager GLHC
OCCUPANT	Vacant
APPROVED BY	Chief Executive Officer
DATE	January 2021

GEELONG REGIONAL LIBRARY CORPORATION

Established in 1997, the Geelong Regional Library Corporation (GRLC) is a consistently-recognised industry leader in Victoria. We take our mission of a thriving regional community to heart and are an exemplary library service that creates opportunities for our community to read, learn, work and connect with each other and the world.

Not only are we the custodians and distributors of accumulated knowledge and resources, we lead the way in technology and innovation to ensure inclusive access where we can all be enriched and inspired.

We create safe spaces for all individuals and have a rich calendar of learning and cultural programs through our network which consists of the Geelong Library & Heritage Centre, 16 community branches and two mobiles libraries across four local government areas.

We deliver on our important community responsibilities and are proud of our strong and established relationships based on respect, care and kindness.

The stunning Geelong Library & Heritage Centre is home to one of Geelong's premium event spaces. With inspiring architecture, superb catering and the latest in technology, this flexible venue attracts a range of community, government and commercial uses. We are currently recruiting for a Coordinator Venue Hire to deliver excellence in venue hire and events coordination.

POSITION OBJECTIVES

- Develop and implement sales and marketing strategies to achieve GLHC venue hire revenue targets and grow its profile in key and niche markets to support GRLC's vision and mission

- Supervise and coordinate day-to-day operations and administration of GLHC spaces for booking and use by internal and external clients
- Regularly monitor and report on venue hire budget, bookings and sales leads and conversions
- Foster positive and effective relationships with a range of stakeholders, including internal contacts, contractors, and industry groups, to maximise venue utilisation.
- Create a cohesive venue hire booking workflow and customer experience across the GRLC branch network.
- Providing leadership to the venue hire team and modelling GRLC values in your team behaviours and customer experience
- Represent GRLC's venue hire interests at internal functions and industry network meetings.

ROLE RESPONSIBILITIES

1. Business Development

- Proactively maximise the utilisation of all GRLC venues through new and repeat sales to external clients, including providing expert coordination of day-to-day venue hire operations and sales to ensure a positive customer service experience
- Using industry expertise to identify, develop, implement and evaluate sales and promotional strategies to increase venue utilisation, such as specific activities to address the utilisation gaps so as to expand the revenue base, including working closely with the GRLC marketing team.
- In partnership with Finance, proactively set and revise financial income targets and hiring rates and charges for GLHC venues in particular and community branches more broadly.
- With a focus on where GLHC fits within the key and niche markets, maintain an awareness of the local and regional competitive market principally, while 'horizon scanning' for broader national and international sector trends and opportunities.
- Manage key customer segments by building strong relationships with stakeholders including other GRLC contacts, GRLC partners, and external clients, so to achieve overall business objectives.

2. Venue Hire Operations

- Coordinate process improvements to deliver an enhanced level of new and repeat business so as to create a loyal base of external clients who regard GLHC in particular, and community branches more broadly, as their venue of choice.

- Coordination of day-to-day operational needs of spaces at GLHC through booking and staging of events and activities, including undertaking negotiations with a wide range of internal and external clients to deliver business objectives, while managing associated risks for the GRLC and coordinating the effective presentation and resourcing of venues to meet hirer needs.
- Manage the maintenance of venue hire equipment and provide advice to GRLC contacts as appropriate on the replacement of such equipment, or purchase of new equipment, so that venue spaces continue to meet and exceed hirer expectations.
- Ensure that visitor and staff safety standards are maintained in accordance with OH&S legislation and to a high level and provide advice as required.
- Ensure that GRLC's commitment to high standards of customer experience are modelled and maintained, especially for external clients.
- Support the management of GRLC policies and guidelines that relate to venue hire operations.

3. People and Teams

- Develop team/unit plans that take into account team capability, strengths and opportunities for development.
- Supervise direct reports, including administering rosters and attending and participating in staff meetings.
- Role model leadership skills that optimise team performance and engagement
- Participate in and conduct staff reviews and prepare an annual work plan to support organisational objectives.
- Provide advice to management on events staff issues, including training and development and long-term staffing strategies.
- Mentor and develop own staff and library staff in the presentation, sales, customer experience, customer service, and event operations delivery.
- Take responsibility for fostering effective communication and positive relationships between relevant GRLC contacts, and external stakeholders and contractors.
- Develop networks and maintain regular attendance and participation at industry related network functions and events as required.
- Ensure all staff under supervision are trained in safe work practices and operation of equipment and are aware of all OHS policies and procedures.

4. Budget

- In partnership with Finance, actively contribute industry expertise to prepare draft

budgets and projections relating to venue sales, including the development of venue hire income targets, and rates and charges.

- Monitor income and expenditure in accordance with the budget.
- Make recommendations for capital, operational and budget considerations.

5. Reporting

Submit clear and concise reports, including monthly and annual operational reports within organisational timelines and requirements.

CLASSIFICATION DEFINITIONS

ACCOUNTABILITY AND EXTENT OF AUTHORITY

Authority to make bookings, confirm events, and negotiate venue rental arrangements and contract events within delegations.

Develop client relationships to generate new and business.

Accountable for the budget, financial reporting, and achievement of agreed targets.

Coordinate venue operations staff and venue hire processes and procedures to ensure customer expectations are met and exceeded, and are within GRLC policy and guidelines.

JUDGEMENT AND DECISION MAKING

Delivers work plans and actions based on agreed resources.

On significant issues with the potential to impact on the broader organisation, the role provides industry expertise through advice and recommendations within approved delegation in relation to:

- income and rates and charges
- development of business relationships/partnerships with hirers
- handling and making venue booking
- negotiation of venue rental deals
- contracting meetings and events
- resourcing venue hire operations
- invoicing – including accounts payable and receipting.

SPECIALIST SKILLS AND KNOWLEDGE

Demonstrated experience in a venue management position in a similar environment.

Ability to understand, analyse and interpret trends affecting the organisation and client

expectations, taking a big picture view of operations.

Demonstrated experience in managing venue booking and event management systems.

Demonstrated people management capabilities to motivate, coach and inspire.

Sound general knowledge and interest in library, cultural and community organisations.

High level skills in information technology and software including Microsoft Office suite, web-based systems, event management system, and willingness to embrace emerging technologies.

Proven leadership skills in a similar environment.

MANAGEMENT SKILLS

Strong team building skills and an inspiring management approach.

Demonstrated ability to manage time effectively, prioritise and plan own work and that of staff in order to achieve GRLC and GLHC objectives.

Ability to contribute to continuous improvement within the Library's strategic and policy context.

Proven ability to work independently as a constructive and flexible team member.

An understanding of the organisational context including procedures and policies relating to the goals of GRLC.

INTERPERSONAL SKILLS

Highly developed interpersonal and written communication skills.

Ability to proactively develop and maintain partnerships with key stakeholders.

Ability to manage the flow of business across a range of activities within a complex specialised operating environment.

Appreciation of and knowledge of how public libraries contribute to developing sustainable communities.

Conflict resolution skills.

QUALIFICATIONS AND EXPERIENCE

Tertiary qualification which confers eligibility for Associate Membership of Australian Library & Information Association

Experience working in a library environment, preferably in a public library

Current Victorian Drivers Licence

First Aid qualification or willingness to attain

- Demonstrated experience in managing venue hire business, particularly in balancing internal organisational usage with external client expectations, be they community groups, government departments, or local corporates
- Demonstrated ability in managing high-performing teams
- Demonstrated experience in supporting the planning, allocation, and management of financial resources
- Specialist knowledge and expertise in hospitality and/or catering industry practices
- Proficiency and comfort in using a range of software, including industry-specific venue booking and event management systems
- A clear understanding of contemporary community engagement frameworks and cultural development practices is an advantage
- A relevant tertiary qualification is desirable
- A current driver's licence.

ORGANISATIONAL RESPONSIBILITIES

1. Library Plan

- Contribute to the achievement of the vision, mission and goals through the strategies and actions articulated in the Library Plan:
 - Adopt and model GRLC's values embodied in the service principles articulated in the Library Plan
 - Intellectual freedom
 - Equity and access
 - Community focus and engagement
 - Innovation
 - Collaboration
 - Workforce support and development
 - Integrity and service excellence
 - Good governance.

2. Occupational Health & Safety

- Adhere to all Occupational Health and Safety Policies including assuming responsibility for the proper use of all safeguards, safety devices, personal protective equipment and other equipment provided for safety purposes.
- Take reasonable care for your own health and safety and that of others who may be affected by your acts or omissions in our workplace.

3. Culture

- Contribute to a flexible, resilient and proactive culture.
- Practice and promote EEO principles by treating fellow staff fairly and equitably and without discrimination and harassment.
- Promote a positive image of the library to the community through professional standards of personal presentation and through the provision of services/advice in a courteous and efficient manner.
- Ensure awareness and adherence to all GRLC policies and procedures.

ORGANISATIONAL RELATIONSHIPS

Reports to:	Manager, Geelong Library & Heritage Centre (GLHC)
Directly supervises:	Venue Hire Administrator/s and Venue Hire Operations staff
Internal Liaisons:	GLHC Library Team All Managers and Executive Management Branch Librarians/ Supervisors Executive Administration / Reception Specialist Staff / Teams
External Liaisons:	GLHC Café Operator GLHC exclusive catering company GLHC cleaning contractors City of Greater Geelong (CoGG), notably Business EventsGeelong / Tourism Greater Geelong & Bellarine Geelong Gallery External Clients Business, government, community and individuals Victorian public library organisations Suppliers, contractors and service providers

OTHER RELEVANT INFORMATION

- The Branch Librarian position is classified as a Band 6 within the Geelong Regional Library Corporation Enterprise Agreement 2017 and the salary is currently \$82,751 to \$89,624 pro rata plus superannuation.
- Vision Super scheme is the default fund determined in the Enterprise Agreement. Annual, sick and long service leave accruals will apply pursuant to the Enterprise Agreement.

- GRLC is a child safe and child friendly organisation committed to ensuring that all children who visit our libraries have the right to feel and be safe. Appointments to positions are subject to successful applicants providing positive Working with Children and Police checks.
- GRLC values equal opportunity and strives to create an inclusive and welcoming work environment that represents the diverse community we service. Applicants from Aboriginal and Torres Strait Islander people are encouraged to apply.
- We encourage expressions of interest and applications from people with a lived experience of disability, or long term illness or injury and people of all abilities, cultures, age, sex and gender.
- A six-month probationary period applies.

APPLICATION PROCESS

Applications marked “private and confidential” including a covering letter, curriculum vitae, statement addressing the key selection criteria and three professional referees should be forwarded by email to:

Shane Brown, People Coordinator at jobs@grlc.vic.gov.au
Enquiries: Shane Brown, People Coordinator, 03 4201 0511

Applications close 24th January 2021