

POSITION DESCRIPTION

VENUE SERVICES MANAGER

POSITION DETAILS

Date of Position Description	April 2024
Position Title	Venue Services Manager (Rotating) Programming & Venue Services
Position Grade	12
Directorate Business Unit	Community and Culture PHIVE and Community Hubs and Parramatta Square
Reports to	Manager, Programming & Venue Services
Physical Requirements Category	Category 2- Field Role with considerable Physical Requirements

POSITION OVERVIEW

The Venue Services Manager (VSM) supervises a capable and highly skilled team in the Community Hubs business unit to achieve Council's strategic objectives and vision for the City of Parramatta as Sydney's Central River City.

The Community Hubs portfolio of Council includes PHIVE, Council's flagship community, cultural and civic facility centrally located in Parramatta Square, Parramatta Town Hall, Council's landmark heritage venue and Council's satellite community hub, Wentworth Point Community Centre and library (WPCCL). Council's community hubs offer best practice, inclusive and accessible, customer experiences for the community we serve and to everyone who lives, works, studies, visits and plays in our City.

The Venue Services Manager plays a key role in the customer journey and life cycle of an event from booking through to event conclusion. The VSM manages and co-ordinates all production, logistical and technical aspects of the preparation, planning and implementation of venue operations and services for events, meetings and conferences, performances and exhibitions, including customer-facing and back of house operations. They are also responsible for the rostering and supervision of venue services support staff, and the procurement, delivery and implementation of equipment and consumables associated with this service.

KEY RESPONSIBILITIES

Role specific

- Work closely with the bookings team and directly with clients to ensure operational requirements are accurately scoped and reflected in the booking system, including the relevant charges and associated invoices.
- Support the maintenance and update of the booking system including annual configuration to reflect the relevant fees and charges, venue capacities, capabilities and business rules.
- Lead and ensure all logistical, technical and production aspects of event, performances and exhibitions, are delivered to a high standard, safe, and within the established budget.
- Facilitate effective communication and consultation with relevant staff and key stakeholders on all production, operational and technical related issues.
- Provide high level advice and specialist expertise in regard to the provision of equipment and services to both council and hirers.
- Work collaboratively as part of the leadership team within the Programming and Venue Services unit to deliver events that meets the needs of the City's business, creative, production, administration, governance, and policy objectives.
- Development of a team of skilled, flexible and customer focused facility support staff through coaching, mentoring and professional guidance.
- Lead an internal team and suppliers, to deliver projects using robust, proactive and contemporary project management methodology, controls, risk management and reporting to ensure projects meet the approved scope and agreed expectations.
- Negotiate, manage and execute contracts and/or agreements, and monitor the delivery of partners' contractual obligations.
- Develop, manage and maintain the event Risk Register, Safety Plans and Risk Assessments to ensure a safe environment for employee, community and relevant stakeholders.

Generic

- Manage the area's annual budget and provide key inputs to the budgeting and forecasting processes to promote sound financial sustainability.
- Ensure that all practices are up to date with current and pertinent legislation, statutory regulations and better practice to ensure a subject-matter-expert mindset is adopted and promoted to all stakeholders.
- Promote continuous improvement and innovation in practices, optimisation of technology, procedures and recommendations with the aim of providing better service to the client base in line with the organisation's values.
- Build in performance metrics and mechanisms to identify early visibility of risks and implementation of control measures to mitigate.
- Promote and maintain effective relationships with all external business partners including community organisations, contractors, State and Federal authorities.
- Actively lead and manage reasonable care of the health and safety of yourself, employees, visitors, contractors and volunteers whilst at work, and cooperate with the organisation to comply with WHS legislative obligations.
- Promote the value of diversity and inclusion in all practices, engaging with and integrating the views of others.
- Champion customer service and organisational effectiveness, by acting ethically, honestly and with fairness.

KNOWLEDGE

Qualifications

- Degree qualification in Venue Management, Technical or Production disciplines, Business, or a significant amount of comparable industry experience in a project lead capacity.

Skills

- Well-developed project management competencies including strong time management and the capacity to act autonomously in the execution of daily administration and co-ordination of multiple projects simultaneously.
- Comprehensive understanding of the curation and delivery of programs, events, exhibition including the provision of sound and lighting, staging, site management, risk management and risk mitigation, public safety, security and crowd management.
- Exceptional ability to communicate, negotiate, build relationships and influence others with an engaging approach and technique.
- Comprehensive risk management and risk planning skills and ability to apply knowledge in the context of programming and venue service delivery.
- Ability to foster and develop key relationships, coordinate multiple stakeholders and projects simultaneously, articulate vision and set appropriate goals to deliver results.
- Advanced problem solving and decision-making ability, including confidence in working with leaders to resolve high priority, and often sensitive and complex issues and conflict.
- Well-developed change management leadership within a highly complex stakeholder environment.
- Effective written and verbal communication skills, including computer skills.

Experience

- Demonstrated extensive experience in a senior position relating to venue management, production and/or technical management and in the provision of high-level operational support within a dynamic and challenging environment.
- Demonstrated ability to meet WHS and statutory requirements for the technical management of large-scale events and performances.
- Demonstrated ability to work collaboratively with hirers / producers to deliver events to a high level.
- Demonstrated ability to supervise, direct and coordinate workflow in a team environment.