

POSITION DESCRIPTION

POSITION TITLE:	Venue Officer
DIVISION:	City Services & Living
DEPARTMENT:	City Lifestyle
SECTION:	Community Facilities
CLASSIFICATION:	Band 3

POSITION OBJECTIVES:

The key objective of the position is to contribute to the provision of high-quality function, events, learning, cultural and education activities at various venues and facilities across the Hume municipality.

Flexibility is required as a seven-day roster is utilised to ensure that function venues are available to clients as required.

KEY RESPONSIBILITIES AND DUTIES:

1. Setup of Function and Meeting Rooms

- Setup rooms as outlined on room setup sheets.
- Reset rooms in required timeframes as specified on room setup sheets.
- Dismantle rooms and put furniture away in storage rooms.
- Setup and regularly test equipment at the facilities such as internal/external computers and all AV equipment etc.
- Trouble shoot computer and other technological equipment as appropriate.
- Ensure that the facilities are tidy and presented in a professional manner at all times, this may include performing such duties as vacuuming rooms, doing dishes, sweeping, wiping tables, cleaning kitchens etc.
- Assist facility users effectively for private, education, cultural, leisure, arts or employment support purposes as required.
- Ensure that opening and closing facility procedures are correctly implemented when rostered on at the beginning or end of the day as required.
- Help to ensure the security of the building in liaison with relevant officers.
- Assist with catering requirements including ensuring the tea / coffee making areas are well stocked (eg milk, coffee, tea, sugar)

2. Function Organiser/Presenter Support

- Work as part of the team to provide high quality customer service for trainers, presenters, attendees, event organisers and other hirers.
- Assist trainers / presenters with their needs as appropriate and provide them with information as required such as fire evacuation procedures.

3. Community Support

- Work as part of the team to provide high quality customer service for the Hume community.
- Cover reception spaces during breaks as required.
- Answer phone calls promptly and provide accurate and appropriate information.
- Provide high quality, accurate and timely information services to the community by face to face, telephone or online.
- Assist users to use the facilities effectively for functions, events, education, cultural, leisure, arts or employment support purposes.
- Respond promptly and appropriately to any enquiries including complaints ensuring that senior members (Team Leaders and Facility Leaders) of the team are advised of any complaints.
- Actively promote Hume Facilities to the community.

4. Other Tasks

- Dispose of rubbish appropriately and ensure the waste room / loading bay areas are clean and tidy and do not present an OHS risk.
- Ensure that adequate stock is kept at each facility (eg cleaning supplies, paper).
- Provide support at Town Hall Broadmeadows as required including bar service, usher, waitering etc.
- Assist with other tasks in Hume facilities as required.

NOTE - many of the Hume Facilities are available across a seven (7) day span and various hours. Venue Officers may be required to work on such activities as appropriate during these access hours.

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ORGANISATIONAL RELATIONSHIPS:	
Reports to:	Facility Leader
Supervises:	N/A
Internal Contacts:	All Council Staff
External Contacts:	General Public, Suppliers, Contractors, Trainers, Room & Facility Hirers

ORGANISATIONAL CONTEXT

VISION

Hume City Council will be recognised as a leader in achieving social, environmental and economic outcomes with a common goal of connecting our proud community and celebrating the diversity of Hume.

MISSION

To enhance the social, economic and environmental prosperity of our community through vision, leadership, excellence and inclusion.

OUR VALUES

At Hume City Council, our Values underpin everything that we do.



We're better, every day

We give things a go and value progress over perfection. We have permission to go for it and are expected to reflect and learn.



We're in it together

At Hume, everyone matters. We welcome and include all. Respect and safety are expected.



We show up

We empower and trust others and own our work. We rise to the challenges and are expected to do what we say we will.



All for Hume

We strive to achieve our best for the Hume Community. We are proud and passionate about working towards better outcomes and expect that they are at the centre of everything we do.

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WORK HEALTH & SAFETY (WHS)

Employees are required to participate in the WHS process by:

- Following established safe working instructions, procedures and policies.
- Taking reasonable care for their own Work Health and Safety and that of others.
- Seeking assistance when unsure of practices, procedures and policies to perform a task.
- Reporting all incidents, injuries, near misses, damage to property and hazards as soon as practicable to their supervisor and the WHS Team.
- Actively participating and contributing to inspections, audits, team meetings and training.
- Ensure that relevant WHS legislation is complied with.

Managers, Coordinators, Team Leaders and Supervisors are required to participate in the WHS process by:

- Assist with the implementation of WHS policies, procedures, guidelines, work instructions and Control Plans.
- Consult with employees on WHS issues and support Health & Safety Representatives in their duties and/or requests.
- Discuss WHS issues as a part of team meetings.
- Conduct and document system reviews and inspections of employees and contractors with assistance from the WHS Team, manager(s), Health & Safety Representatives and/or employees.
- Ensure appropriate training and instruction is given to personnel allowing them to complete jobs safely and without risks to health and safety.
- Take appropriate action to alleviate any hazards, unsafe acts or omissions that are observed or brought to their attention and provide appropriate feedback and support.
- Conduct effective induction of all employees, followed by ongoing training to develop and maintain a high level of WHS awareness.
- Assist with the implementation of Return to Work Plans.
- Ensure that relevant WHS legislation is complied with.

RISK MANAGEMENT

Contribute to a positive risk management culture by complying with the *Risk Management Policy*, assisting with the implementation of the Risk Management Strategy and reporting risk management concerns and improvements to their supervisors and/or managers.

Manage risks in area of responsibility by complying with the WHS Policy and Processes and implementing appropriate risk management strategies.

Demonstrate Council's commitment to implementing best practice risk management processes.

STATEMENT OF COMMITMENT TO CHILD SAFE STANDARDS

Hume City Council is a child safe organisation with zero tolerance for child abuse. Council adheres to the Victorian Child Safe Standards and related legislation and Council acknowledges the cultural safety, participation and empowerment of all children, especially children from Aboriginal and Torres Strait Islander, or culturally and/or linguistically diverse backgrounds and those with a disability. As such, all staff must ensure that their behaviours and actions are consistent with these standards.

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SERVICE PLANNING & CONTINUOUS IMPROVEMENT

It is a requirement of the Service Performance Principles of the *Local Government Act 2020* for Councils to continuously improve service delivery and service performance. Managers and Coordinators are responsible for undertaking service planning and continuous improvement in their area/s of responsibility and ensuring implementation of service plan actions in accordance with Council's Service Planning Framework.

ASSET MANAGEMENT

Staff are responsible for undertaking Asset Management functions in accordance with Council's Asset Management Policy to ensure Council assets continue to be appropriately managed and maintained.

ENVIRONMENTAL SUSTAINABILITY

Hume City Council has a strong and enduring commitment to environmental sustainability and prides itself on its leadership on a range of environmental issues. Council's Waste & Sustainable team and Climate Action Integration team lead Council activities in this area, however all Council departments have a direct responsibility for implementing environmental sustainability actions across all Council operations and services to the community.

Council's *Live Green Work Green* employee behaviour change program encourages staff participation in reducing the environmental impact of Council operations. Staff are encouraged to join the environmental leadership team, the *Green Team*, which guides action in this area.

HUMAN RIGHTS APPLICATION

As a public authority Council is legislated to act in ways that are compatible with human rights. The Charter of Human Rights and Responsibilities Act 2006 (Vic) provides a framework to guide decision making, to manage risks and to ensure the business of government is carried out in a balanced, transparent, and accountable way. As an employee of a public authority consideration of the human rights of all who Council aims to serve facilitates the improved provision of services, policies and strategies.

POLICE CHECK: The incumbent must have and maintain a current Police Check	
WORKING WITH CHILDREN CHECK: The incumbent must have and maintain a current Working with Children Check	X YES <input type="checkbox"/> NO
PRE-EMPLOYMENT MEDICAL CHECK <ul style="list-style-type: none"> The incumbent must undergo a Pre-Employment Medical Check (including fitness for work and functional capacity assessments, muscular-skeletal screening and drug & alcohol test. May also include cognitive assessment.) The incumbent must undergo a Pre-Employment Audio Test 	X YES <input type="checkbox"/> NO <input type="checkbox"/> YES X NO
OTHER DUTIES Responsibilities and duties included in this position description are subject to the <i>Multi-skilling</i> provisions of the <i>Hume City Council Enterprise Agreement</i> as varied from time to time.	

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ACCOUNTABILITY AND EXTENT OF AUTHORITY:

The incumbent is responsible and accountable for:

- Displaying and promoting Our Hume Values & Guiding Behaviours
- Maintaining knowledge of and working within Organisation Policies and Procedures including WHS, EEO and Code of Conduct.
- Responsible for ensuring appropriate opening and closing procedures are implemented.
- Responsible for the efficient setup and support of venues and rooms across the Municipality.
- Accountable for cleanliness of the specified venues and rooms including the quality and timeliness of the services provided.
- Accountable for responding to hirers in a timely manner and providing a responsive and proactive, user friendly customer focused service.
- Responsible for own health and safety and the health and safety of others.

JUDGEMENT AND DECISION MAKING:

The incumbent is accountable for:

- The nature of the work is clearly defined within established procedures and the incumbent will be required to exercise judgement to achieve the required standard of venues/facilities.
- Guidance and advice are available.

SPECIALIST KNOWLEDGE AND SKILLS:

The following knowledge and skills are required to be utilised:

- Demonstrated knowledge and ability in the use of computers and audio visual equipment.
- Ability to use the Microsoft Office suite of programs.
- Customer Service skills.
- Knowledge of manual handling and OHS.
- Ability to speak and read a second language would be an advantage.

MANAGEMENT SKILLS:

The following management skills are required to be utilised:

- Demonstrated ability to manage time and job priorities and meet set timeframes.

INTERPERSONAL SKILLS:

The following interpersonal skills are required to be demonstrated:

- Ability to identify customer (internal & external) needs and expectations, decide the appropriate action and respond accordingly.
- Ability to gain cooperation/ communicate with a broad range of people from diverse background and cultures.
- Ability to deal with difficult situations and present a positive Council image.
- Ability to develop working relationships with staff and work together in a team environment.
- A high degree of self-motivation and the ability to work with minimal supervision.

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QUALIFICATIONS AND EXPERIENCE:

The following qualifications and experience are required for the position:

- Experience in using a computer including Microsoft Office software and other IT/ AV equipment.
- Experience in operating and supporting computers and audio visual equipment.
- Experience in customer service and/ or hospitality is an advantage.
- Current driver's licence.

TASK ANALYSIS

In undertaking the inherent requirements of their duties, a person in this position may be expected to work in or be exposed to the following conditions or activities as marked.

Condition/Activity	Constant	Frequent	Occasional	N/A
Manual handling weights – above 10kgs	<input type="checkbox"/>	<input type="checkbox"/>	X	<input type="checkbox"/>
– below 10kgs	<input type="checkbox"/>	X	<input type="checkbox"/>	<input type="checkbox"/>
Manual handling frequency	<input type="checkbox"/>	X	<input type="checkbox"/>	<input type="checkbox"/>
Repetitive manual work	<input type="checkbox"/>	X	<input type="checkbox"/>	<input type="checkbox"/>
Repetitive bending/twisting	<input type="checkbox"/>	X	<input type="checkbox"/>	<input type="checkbox"/>
Repetitive kneeling/squatting	<input type="checkbox"/>	<input type="checkbox"/>	X	<input type="checkbox"/>
Working with arms above head	<input type="checkbox"/>	<input type="checkbox"/>	X	<input type="checkbox"/>
Lifting above shoulder height	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	X
Using hand tools – vibration/powerful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	X
Operating precision machinery	<input type="checkbox"/>	<input type="checkbox"/>	X	<input type="checkbox"/>
Close inspection work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	X
Wearing hearing protection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	X
Wearing eye protection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	X
Wearing safety shoes/boots (steel cap) / gum boots	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	X
Wearing other relevant PPE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	X
Working in dusty conditions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	X
Working in wet/slippery conditions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	X
Working with chemicals/solvents/detergents	<input type="checkbox"/>	<input type="checkbox"/>	X	<input type="checkbox"/>
Washing hands with soap (hygiene)	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Working at heights	<input type="checkbox"/>	<input type="checkbox"/>	X	<input type="checkbox"/>
Working in confined spaces	<input type="checkbox"/>	<input type="checkbox"/>	X	<input type="checkbox"/>
Working in chillers (+4 degrees C)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	X
Performing clerical duties	<input type="checkbox"/>	X	<input type="checkbox"/>	<input type="checkbox"/>
Working on a keyboard	<input type="checkbox"/>	X	<input type="checkbox"/>	<input type="checkbox"/>
Driving cars and/or trucks	<input type="checkbox"/>	<input type="checkbox"/>	X	<input type="checkbox"/>
Other (please specify)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other special features (e.g. nature of chemicals, travelling requirements etc):				

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VARIATION TO CONDITIONS OF EMPLOYMENT:

These conditions of employment, your duties and your location may be varied by Council during the term of your employment.

The key responsibilities and duties in this position description are to be undertaken in accordance with the General Employee Handbook.

SELECTION CRITERIA:

Selection will be based on the following selection criteria; however, reference will also be made to other listed skills, knowledge and attributes as required in the position description:

1. Function and hospitality experience.
2. Proven customer service skills with the ability to deal with challenging customers and present a positive Council image.
3. Strong ability and experience in being able to use / set up / troubleshoot audio visual equipment including computers, data projectors, sound systems etc.
4. Manual handling - moving of tables and chairs while ensuring OH&S procedures are adhered to.
5. Good organisational skills, including an ability to prioritise workload, meet deadlines and manage a varied workload in a busy environment.
6. Ability to gain co-operation and communicate with people from diverse backgrounds and cultures.
7. Demonstrated ability to work harmoniously and cooperatively with other people and to work independently at times without supervision.
8. Willing and able to work after hours and on weekends as required across a 7 day roster.
9. Current drivers license.

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