

POSITION DESCRIPTION



Venues Officer



POSITION DETAILS

Position Title	Venues Officer
Classification	HEW Level 5
Position Number	7009392 and 7009724
School/Office	Office of Property and Commercial
Division	Division of Operations

POSITION PURPOSE

The Venues Officer is the key frontline coordinator for all conference and venue facility enquiries and space hire arrangements. The role manages the day-to-day coordination of bookings by liaising with internal and external stakeholders to ensure the smooth operation of University facilities.

The role also works with key stakeholders, including the Office of the Vice-Chancellor, to ensure appropriate approvals are obtained for event requests and applications

KEY ACCOUNTABILITIES

1. **Deliver a responsive frontline venue service** by providing timely, accurate and professional advice to internal and external stakeholders.
2. **Coordinate end-to-end venue and event bookings**, ensuring clear communication, efficient scheduling and seamless service delivery.
3. **Maintain accurate and compliant venue booking records**, including client details, catering needs and financial information, to support effective operational reporting.
4. **Prepare and process venue hire contracts and invoices** to ensure timely, consistent and transparent financial administration.
5. **Coordinate catering, maintenance and operational service requirements** to ensure venues are delivered to agreed standards and client expectations.
6. **Monitor and report on venue operations and customer satisfaction**, providing insights to improve service quality and efficiency.
7. **Ensure compliance with WSU Space Hire Procedures**, applying current policy requirements to all bookings and client interactions.
8. **Manage booking changes and client communications**, ensuring accurate data updates and timely resolution of issues.

QUALIFICATIONS, EXPERIENCE AND SKILLS

1. Relevant degree and/or demonstrated experience in event management or a related field.
2. Strong stakeholder engagement skills, with the ability to liaise effectively with diverse internal and external groups.
3. Experience managing event-related financial processes, including accounts, invoicing and accurate transactional record-keeping.
4. High-level administrative and organisational skills, with the ability to manage competing deadlines in a fast-paced environment.
5. Excellent written and verbal communication skills, including the ability to prepare professional reports and client correspondence.
6. Proficiency in Microsoft 365 applications and digital workplace systems.

KEY RELATIONSHIPS

- **This position reports to:** Senior Manager, Commercial Services
- **This position supervises:** Nil
- **Key internal relationships:**
 - Office of Property and Commercial
 - Office of the Chief Operating Officer
 - Office of Vice-Chancellor
 - Other support staff across Western Sydney University
- **Key external relationships:**
 - Venues
 - Logistics organisations
 - Caterers
 - External partners and organisations

CHALLENGES

- Coordinating numerous competing events and conflicting priorities.
- Managing workload demands while maintaining service quality.
- Balancing independent work with collaborative engagement across teams.
- Maintaining flexibility to respond to operational requirements.

UNIVERSITY EXPECTATIONS

The University expects that all employees are aware of, and comply with legislation and Western's policies and procedures relevant to the position, including but not limited to:

- Code of Conduct
- Work Health and Safety and Wellbeing Management System
- Enterprise Agreement or Award
- Anti-discrimination principles, Equal Employment Opportunity and staff and student equity.

Approved by:

Date: