

POSITION DESCRIPTION

Venue & Events Support Officer

Classification:	Level 3/4
Agreement:	The Shire of Broome Inside Staff Industrial Agreement
Department:	Community Facilities
Directorate:	Corporate Services
Location:	Civic Centre
Date reviewed:	December 2025
Approved by:	Chief Executive Officer

Commitment to the Shire

Our Vision for the Shire of Broome

A future, for everyone.

Our Aspirations

To achieve our vision, we have four supporting aspirations. Our aspirations align with our core pillars – people, place, prosperity and performance. These pillars are interrelated, and each must be satisfied to deliver excellent quality of life in Broome.

<i>People</i>	We will continue to enjoy Broome-time, our special way of life. It's laid-back but bursting with energy, multicultural, inclusive, safe and healthy, for everyone.
<i>Place</i>	We will grow and develop responsibly, caring for our natural environment, cultural and built heritage, for everyone.
<i>Prosperity</i>	Together, we will build a strong, diversified and growing economy with work opportunities for everyone.
<i>Performance</i>	We will deliver excellent governance, service and value, for everyone.

Our Values

We live by Broome's PEARLS. These are the values and behaviours that the Shire of Broome and the local community cares deeply about. We always strive to be:

<i>Proactive</i>	We are forward thinking, open-minded and innovative.
<i>Engaging</i>	We are inclusive and welcoming of all people.
<i>Accountable</i>	We are accountable, transparent and ethical.
<i>Respectful</i>	We are respectful of everyone and everything.
<i>Listening</i>	We listen to people's needs and ideas; community focused.
<i>Sustainable</i>	We strive to balance our social, economic and environmental needs now and for the future.

Position Purposes and Objectives

The Broome Civic Centre provides residents and visitors to Broome a quality venue for a wide variety of cultural, group or private events with a distinctive sense of character and atmosphere. The Shire of Broome aims to position the venue as affordable, practical centre providing a diverse and accessible programme of activities and events.

The Venue & Events Support Officer will:

- Assist the effective operation of the Broome Civic Centre.
- Support the planning and event delivery and management of various social, recreational, and cultural activities.

Position Key Responsibilities and Duties

Core Responsibilities (Level 3-4)

Under the direction of the Civic Centre Coordinator, the Venue & Events Support Officer will be responsible for and/or provide assistance with:

- Addressing Box office and Venue Hire booking enquiries
- Taking bookings and determining exact event requirements in liaison with hirers
- Providing detailed venue handover, venue handbacks and event debriefs.
- Provision of meticulous scheduling and supervision of services including cleaners, waste, staffing, security services etc.
- Venue hire financials including, invoicing, post event reconciliation, bond refunds etc.
- Timely and efficient setting up and packing down in accordance with event requirements, including tables, chairs, crockery and linens, tea, coffee and water stations, audio visual and lighting equipment etc.
- Support venue hirers from enquiry to event conclusion.
- Providing clear, proactive communication and operational assistance, with a commitment to presenting the venue to a high standard and supporting the delivery of successful, well-executed events.
- Proactively seek and utilise customer feedback and event evaluations to improve event delivery and enhance venue activation. To have a thorough understanding of all centre operations and systems to enable a high standard of customer service.
- Bar/Kiosk responsibilities include customer service, stocktaking and ensuring efficient inventory management.
- Maintain the venue to ensure its clean, safe, and meticulously presented at all times. Ensure a consistently high standard of customer service is provided to all venue users, enhancing their overall experience. Provide event support to the Civic Centre Coordinator and external hirers
- Assist with marketing including producing flyers, social media and EDMs
- To maintain and enforce safe work practices within the venue.
- Using Centre's point of sale systems to ensure effective cash handling and reconciliations.

- Ensure professional conduct is of the highest standard in accordance with Council's Code of Conduct and Policies as adopted and modified from time to time.
- Assist in a continual improvement process.

Additional Level 4 Responsibilities:

- Operate with minimal supervision, exercising professional judgment in decision-making.
- Oversee coordination of services (cleaning, security, technical) ensuring seamless delivery.
- Provide strategic input into venue activation and continuous improvement initiatives.
- Guide casual staff or contractors during events.
- Oversee high-risk or high-profile events, ensuring compliance and quality standards.
- Provide advanced support for large or high-profile events, ensuring issues are resolved promptly and independently.

Additional

- Contribute to a team environment in collaboration with other staff and contractors.
- Undertake other duties as required by the Civic Centre Coordinator.

Organisational Responsibilities

Human Resource Management

- When required relieve positions within the department during periods of absences.
- Work to foster a cooperative and harmonious team environment through effective communication and relationship building skills.
- Ensure Annual Performance Review is completed on time and within the bounds of the Shire Performance Review Policy.

Work Health & Safety

- Comply with all statutory obligations, including the Local Government, Equal Employment Opportunity (EEO), Organisational Risk Management and current WHS Acts, regulations and code of practice
- Demonstrate safety leadership as a priority and seek guidance for all new or modified work practices
- Not wilfully place at risk the health or safety of any person in the workplace
- Ensure safety is an agenda item at meetings
- Attendance at WHS Committee if requested.
- Complete safety observation's and ensure that any hazardous conditions, near misses and injuries are reported immediately and closed out in a timely manner
- Participate in incident investigations

Compliance

- Ensure compliance with relevant legislation, policies and procedures.

- Ensure all documentation is appropriately recorded and stored.
- Ensure compliance with software licence requirements.
- Ensure compliance with the *State Records Act 2000* by ensuring corporate documents are recorded in the Shire's Record Management System.
- Carry out duties in accordance with the Shire's Code of Conduct, relevant legislation, policies, procedures and guidelines.

Organisational:

- Contributes to the achievements of the Directorate generally.
- To undertake special projects within skill base and qualifications when required.

Organisational Relationship/Context

Reports to:	Civic Centre Coordinator
Supervises:	NA
Internal Contacts:	All shire staff
External Contacts:	General Public/Ratepayers Schools Not for profit and Community organisation's Corporate Organisations Customers/Hirers Event managers, producers, and performers Contractors and technical consultants
Performance Review:	Probation period – first three months of employment Performance Appraisal conducted annually

Key Selection Criteria

Essential Level 3/4:

- Demonstrated industry experience in event management, event production and/or hospitality
- Customer service experience with a friendly, customer focused attitude
- Self-motivation and initiative demonstrating a 'can do' attitude and a solutions focussed approach
- Experience in cash handling
- Ability to work under pressure and in a fast paced environment
- Physical fitness with demonstrated ability to undertake job related tasks
- Developed time management and organisational skills

- Developed interpersonal, written and verbal communication skills.
- Computer literacy - Proficiency in all Office software, demonstrated experience in both operational and back-end of software systems

Essential Level 4

- Relevant qualifications in Events, Hospitality, or Venue Management (e.g., Certificate IV or Diploma), and/or substantial experience in venue operations or event coordination.

Qualifications and/or Training:

- Responsible Service of Alcohol (RSA) Certification
- Current 'C' class driver's licence.
- Police Clearance
 - To be valid within last three months – It is a requirement of this position for an applicant to provide a National Police Certificate. This certificate remains the property of the applicant, however, a notation of sighting the original certificate will be kept on the employee's personal file.
 - Western Australian Applicants are to provide a National Police Certificate via WA Police. Interstate applicants are required to provide a Federal Police Certificate via the Australian Federal Police.
- Working with Children Check

Desirable:

- Approved Manager card
- First Aid Certification
- Previous experience working in a Performing Arts Centre, Function Centre or similar
- Knowledge of Council's organisational structure and function
- Demonstrated knowledge of event production and administration

Please note: it is a requirement of all Shire roles that the successful applicant is able to provide a National Police Clearance valid within three months, as well as submit to a drug and alcohol test as part of pre-employment screening.