

# POSITION DESCRIPTION

## Venue & Events Support Officer

<b>Classification:</b>	Level 3/4
<b>Agreement:</b>	The Shire of Broome Inside Staff Industrial Agreement
<b>Department:</b>	Community Facilities
<b>Directorate:</b>	Corporate Services
<b>Location:</b>	Civic Centre
<b>Date reviewed:</b>	December 2025
<b>Approved by:</b>	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 <i>respectful</i> 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**

<b>Reports to:</b>	Civic Centre Coordinator
<b>Supervises:</b>	NA
<b>Internal Contacts:</b>	All shire staff
<b>External Contacts:</b>	General Public/Ratepayers Schools Not for profit and Community organisation's Corporate Organisations Customers/Hirers Event managers, producers, and performers Contractors and technical consultants
<b>Performance Review:</b>	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.