



Redland City Council Position Description

Date Created	23 NOVEMBER 2007
Date Amended	10 November 2011
Position Master	N/A
Related Positions	N/A
Authority Level Approval	General Manager
Established Position	Yes

Position Title	Operations Coordinator Performing Arts Centre
Position Number	RAC002
Award	QLGOA
EB Agreement	Officers' Certified Agreement
Applicable Agreement/s	N/A
Salary Level	3
Position Employment Type	Permanent
Attendance Type	Full Time
Department / Group	Community & Cultural Services
Unit / Team	RPAC
Standard Hours	36.25
Medical Classification	A (completion of a Medical Questionnaire)

PRIMARY PURPOSE

To provide administration and business services support and overall coordination of the day to day operations of all Redland Arts Centre venues & ancillary spaces, ensuring the delivery of a customer focused, industry best practice service.

STATUTORY REQUIREMENTS AND CORPORATE REQUIREMENTS

All aspects of this position will be performed by the incumbent to:

- satisfy all relevant statutory obligations,
- satisfy public sector ethical standards, and Redland City Council (RCC) codes of conduct and values,
- comply with the Information Privacy Principles of the Information Privacy Act 2009,
- contribute to and support achievement of the Redlands Community Plan and RCC Corporate Plan,
- align with authorised RCC policies, guidelines, and procedures and
- support and contribute to customer service that satisfies the RCC Customer Service Charter; and
- protect the safety of self and other workers through safe work practices as detailed in the Workplace Health and Safety Responsibilities Procedure and associated statements.

For staff who create or receive corporate/business documents (including e-mail), it is a requirement that these documents be registered into either the corporate recordkeeping system, DataWorks, or other corporate recordkeeping system in accordance with approved Policy and Procedures.

ORGANISATIONAL RELATIONSHIPS

Reports to: Manager – Redland Arts Centre

Supervises: Box Office, Cleaners, Coordinates & supervises the activities of Front of House staff, bar staff & volunteers in association with the Front of House Manager

DELEGATIONS

As described in the Delegations Register.

Key Accountabilities		
1	Coordinate and manage the day to day operations and administration of the centre, budget planning and reporting, venue hire, customer service and work with the centre's technical & front of house managers, to ensure the delivery & coordination of all key services to support events and activities at the centre.	20%
2	Provide specialist advice to all venue hirers', including event planning assistance to 'first time' community hire user groups, to support the successful development of events and ongoing use of the centre.	10%
3	Manage the administrative requirements of the centre's venue hire services and operations, including event costing estimates, contracts, ticketing requirements, and event reconciliations.	20%
4	Supervise and manage ticketing operations, including accounting and reporting procedures, box office staff, the ticketing system, providing high quality customer services to clients & patrons.	20%
5	In conjunction with the Front of House Manager, coordinate front of house & hospitality services, including rostering staff and volunteers, maintaining casual staff records and rosters, overseeing contracts, and coordinating stock control to ensure the effective delivery of event services.	20%
6	Develop and maintain a venue hire database and ensure accurate records are kept in relations to all venue hirers.	10%

Selection Criteria

1	Demonstrated experience in venue or facilities operations, with a sound understanding of the performing arts and entertainment industry, event ticketing, technical production, hospitality/catering services and venue management.	20%
2	Demonstrated ability to manage multiple projects and activities.	15%
3	Effective interpersonal and customer service skills and proven ability to work as part of a small team.	20%
4	Sound financial and administration skills, including word processing, budgeting, computer skills, and stock control.	20%
5	Demonstrated ability to supervise operational staff, including the development, monitoring and application of rosters.	15%
6	Demonstrated knowledge of workplace health & safety requirements in an office environment, including risk assessment especially in modern venue and facilities management.	10%

Mandatory Criteria

Current Queensland "C" class driver's license

Desirable Criteria

- Sound ticketing software skills preferably Pro Venue Max
- Previous experience in arts or theatre program administration.

Authorities

This position description meets the capability requirements of the position.

**Snr Workplace Relations Adviser/
Manager People and Change:**.....

Date:

Group/General Manager:

Date:.....