



SHIRE OF
HARVEY

Team work

We are a united team who works together towards a common goal.

Integrity

We are empowered and accountable when making decisions.

Excellence

We are committed to an exceptional customer experience.

Leadership

We are adaptable and responsive in our leadership.

Respect

We are respectful of our history and work together to build our future.

Venue Hire, Bookings Officer

Our vision

Together, towards an even better lifestyle.

1. Position details

Directorate:	Corporate Services	Level: 4
Reports to:	Coordinator Rates and Customer Service	
Significant Working Relationships:	Community, business and agency stakeholders Directorate team members Key internal and external stakeholders	

2. Position summary

Provide friendly customer service, administration and client management, to support customer booking and venue hire activities for Shire owned and managed facilities, open spaces, and reserves.

3. Community strategic objectives



4. Our values

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5. Key duties and responsibilities

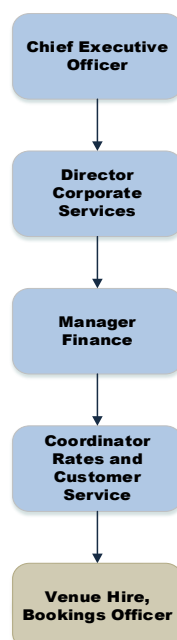
Key functions	Specific duties
Administration	<ul style="list-style-type: none">• Supporting the development and implementation of online venue hire systems and processes.• Create policies and procedures for booking processes.• Maintain a computerised booking system to reflect facilities, bookings, and fees.• Receive and process bookings for the hire of Shire's facilities, reserves, and spaces.• Organise access to Shire facilities, reserves and spaces for approved hirers including distributing and monitoring keys in line with approved key register process.• Ensure customers meet their legal responsibilities, insurance requirements and licenses required prior to functions.• Enhance and maximise venue utilisation.• Undertake the financial processes associated with bookings including invoicing, processing payments and processing bond refunds in line with Shire's financial procedures.• Liaise with relevant internal teams to ensure venues are adequately maintained and well presented for external stakeholders.• Establish positive and effective partnerships with key internal and external stakeholders.• Provide a high level of customer service including timely and professional response to community queries.
General	<ul style="list-style-type: none">• Maintain effective record keeping.• Perform additional administration tasks as determined by the Coordinator Rates and Customer Service.
Other	<ul style="list-style-type: none">• Reasonable duties commensurate with classification level.• National Crime Check.

	<ul style="list-style-type: none"> • Current “C” Class Drivers Licence.
Organisational	<ul style="list-style-type: none"> • Work in accordance with the Shire’s Work Health and Safety and risk management principles. • Work in accordance with the Shire’s defined Equal Employment Opportunity and Anti-discrimination legislation, procedures and principles. • Create and capture records of work activities in line with policies and procedures. • Contribute to ensuring a cohesive team approach where knowledge is shared and there is a demonstrated commitment to continuous • Adhere to the Shire’s Code of Conduct, policies and management practices as amended from time to time. • Contribute to the attainment and development of strategic plan outcomes, strategies and actions.

6. Extent of authority

Position operates under the general direction of the Coordinator Rates and Customer Service, Manager of Finance and Director Corporate Services within established guidelines, procedures and Council policies.

7. Your team



8. Position criteria

Essential

1. Demonstrated experience in venue hire and management.
2. Have excellent customer service skills and be able to effectively communicate with a diverse range of stakeholders.
3. High level of organisational skills to consistently approach workload in a proactive manner to ensure timelines and standards are met.
4. Strong administrative, financial, written and verbal communication skills.
5. Demonstrated computer literacy with experience using a range of Microsoft Office programs.
6. Ability to work as a productive team member.

Desirable

1. Experience working in local government.
2. Sound judgement and decision making skills.