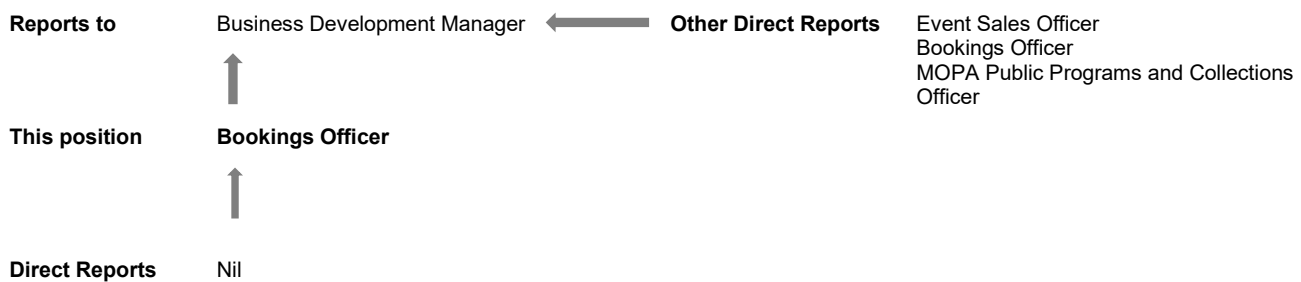


Bookings Officer

16672, 16673

Level	Level 3	Agreement	Public Sector CSA Agreement 2024
Directorate	Strategy & Partnerships		
Team	Business Development		
Location	Perth Metro Venues		



Purpose

The **Bookings Officer** works with the Business Development team to manage and maximise venue and space bookings, ensuring they are completed accurately and aligned with ACT's policies and procedures. The role is also responsible for collaborating with Hirers to optimise the use of spaces, maximise booking opportunities, and offer tailored hospitality options to enhance the overall event experience.

Responsibilities

1. Liaises with internal and external stakeholders to ensure the successful booking of events.
2. Maintains regular contact with prospective hirers, actively attempting to convert enquiries into confirmed bookings across all event types.
3. Coordinates all aspects of administration including booking and contracting, deposits event estimates and post event figures for all events.
4. Suggests solutions to improve customer experience in conjunction with the Business Development Manager and wider team.
5. Provide event statistics and information for reporting purposes including data driven recommendations that align with ACT's strategic objectives.
6. Work collaboratively with the marketing team to prepare event proposals and post event reporting with a focus on providing insights and audience led data.
7. Provides positive, timely, and accurate assistance to the Hirers, matching venue and event products to suit client requirements.
8. Prepares correspondence relating to Hirer bookings ensuring accurate and timely dissemination of information.
9. Attends client meetings where special requirements are to be determined and performs site tours of ACT's places and spaces where required.
10. Ensure all preliminary event details are recorded and provide accurate information to the event delivery team to deliver the event as outlined in the Event Management Framework.
11. Provides administrative support and up-to-date booking reports to the Business Development Manager as required.

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12. Manage external filming and photography requests in accordance with ACT Guidelines across relevant venues and spaces.
 13. Other duties as required that fall within the parameters of the position.

Compliance and Legislative Knowledge

14. Comply with the Department's Code of Conduct, policies and procedures and relevant appropriate legislation; and
15. Meets Occupational Safety and Health, Equal Opportunity and other legislative requirements in accordance with the parameters of the position.

Work Related Requirements

Essential:

1. Experience in a customer service environment that demonstrates knowledge and understanding of booking system protocols.
2. Ability to complete tasks to specified timeframes in accordance with business objectives.
3. Demonstrate a high-level of attention to detail and data input accuracy.
4. Ability to develop and maintain productive relationships with various stakeholders, whilst ensuring client expectations are managed appropriately.
5. Ability to understand and operate within the mission, vision and values of the ACT.

Desirable:

1. Understanding of the Arts and Culture industry and activities / programs that are generated an events environment.

Other Requirements:

1. ACT venues are a seven (7) day a week operating environment and there are requirements to work weekends and after normal business hours.

Qualification and License Requirements

N/A

Organisational Purpose	To grow and support Western Australia's cultural and creative industries through the optimisation of our venues and activation of spaces
Directorate Purpose	Strategy & Partnerships - Initiates strategy and delivers reporting on success. Drives engagement with partners, hirers and stakeholders. Enhances ACT's market presence.
Team Purpose	N/A
Position status	Permanent/full-time
Last updated	