



Job Description Form

Venues Coordinator

Position Number: 12547	Classification Level: Level 3
Directorate: Library Services	Agreement: Public Sector CSA Agreement 2024
This Position Reports To: 16682 - Senior Coordinator Information Services – Level 5	
Positions Reporting to this Position: Nil	

OUR VALUES AND BEHAVIOURS

Your work habits and behaviour contribute to a harmonious, safe and productive work environment. Behaviours of State Library staff align with our values:

Community Focused	Provide high quality services based on community need.
Responsive	Make informed, timely decisions and communicate them clearly.
Respectful	Value others and respect their differences.
Accountable	Hold ourselves to account for the work we do.
Innovative	Strive for excellence by being open to new ideas and embrace opportunities for improvement.

OUR CORPORATE RESPONSIBILITIES

Model, promote and demonstrate a genuine commitment to the State Library’s organisational values.
Adhere to the Public Sector Code of Ethics and Library Code of Conduct.
Act safely and in accordance with the State Library’s Occupational Health and Safety Policy and Procedures.

ROLE OF DIRECTORATE

The Library Services Directorate delivers responsive services to the Western Australian community, from the vibrant State Library building in the cultural heart of Perth, online and through the network of public libraries across our expansive state. Library Services shares Western Australian stories from our rich collections through exhibitions, events and experiences and celebrates and supports Western Australian storytellers as they share their stories in all their many forms. Library Services provides access to information and learning opportunity and support for researchers, and partners with local governments to provide free, equitable and contemporary library services throughout Western Australia. Library Services inspires a lifelong love of reading, writing and learning and communicates our many offerings to the community and beyond.

ABOUT THE ROLE

To coordinate the operations of the State Library's venues to ensure an effective and efficient commercial and sponsored operation is delivered that meets the needs of both external and internal clients.

KEY RESPONSIBILITIES OF THIS POSITION

Role Specific Responsibilities:

1. Provide a high-level of customer service to external and internal clients and partners, including responding to enquiries face-to-face, online and over the phone.
2. Coordinate the hire and use of commercial venue spaces and equipment, including invoicing and ensuring financial compliance responsibilities are met.
3. Contribute to, develop and maintain venues policies, procedures and workflows.
4. Identify opportunities to increase venue utilisation and enhance client engagement with a focus on continuous improvement.
5. Works collaboratively and contributes to a positive team environment and supports State Library strategic objectives.
6. Performs other duties as required.

ESSENTIAL WORK RELATED REQUIREMENTS

Applicants should be able to demonstrate their capability to meet the criteria below, which should be read in conjunction with the specific responsibilities of this position:

Essential:

- Strong commitment to customer service and the delivery of quality services to the WA community.
- Demonstrated experience in coordinating the hire of venue spaces, including managing bookings, liaising with clients and stakeholders, and ensuring compliance with organisational policies.
- Demonstrated computer skills and knowledge of the Microsoft Office suite, cloud-based technologies, venue booking systems and financial systems.
- Demonstrated ability to solve problems, identify efficiencies and make improvements in work tasks and services to clients.
- Demonstrated capacity to work both independently and as part of a large, diverse team, and the ability to contribute to a positive workplace.
- Demonstrated ability to identify and respond effectively to diverse and individual needs.
- Demonstrated ability to communicate effectively at all levels across multiple platforms.
- Demonstrated ability to carry out duties to a high level, according to organisational goals, with a focus on improvement.

APPOINTMENT PRE-REQUISITES

Appointment to this position is conditional on:

1. Right to Work in Australia
2. Successful Criminal Record Screening Clearance
3. Successful 100 point identity check

SPECIAL CONDITIONS

Special conditions of this position:

1. Required to have a flexible approach to hours of work to support the needs of the position and organisation requirements.

CERTIFICATION

The details contained in this document are an accurate statement of the responsibilities and requirements of this position.

Position Title: Director Library Services	Name: Susan McEwan	Date: 13/03/2026
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