

BOOKINGS OFFICER

(POSITION #05116)

VENUES WEST

AWARD CLASSIFICATION	PSCSAA, Level 2	ANZSCO	639911
DIRECTORATE	Venue Management	BRANCH	Venue Services
LINE MANAGER	Bookings and Resources Coordinator	DIRECT REPORTS	N/A
SPECIAL CONDITIONS	Travel may be required between VenuesWest's portfolio of venues.		

ABOUT THE DIRECTORATE

The Venue Management Directorate is responsible for the activation of VenuesWest's self-managed facilities through the provision of support for high performance sport and delivery of community and commercial opportunities for sport, recreation and entertainment.

ABOUT THE ROLE

The Bookings Officer administers the bookings of VenuesWest venue space and physical resources to ensure optimum usage, operational efficiency and customer satisfaction.

ROLE RESPONSIBILITIES

VenuesWest is committed to Equal Employment Opportunity (EEO) and diversity in the workplace and providing a safe and inclusive environment for workers and patrons. We will perform all duties and responsibilities in a manner and behaviour consistent with EEO and Work Health & Safety legislation, VenuesWest's Code of Conduct, the VenuesWest Way and other relevant Policies/Procedures and legislation.

SALES AND CUSTOMER SERVICE

- Provides information for potential clients enquiring about the facilities and services for booking VenuesWest facilities for both sporting and commercial bookings.
- Provides information to hirers regarding date availability and costs of the venues/facilities, resources and services.
- Implements sales and marketing strategies in consultation with the Bookings & Resources Coordinator.
- Assists with the planning and logistical requirements for bookings.
- Provides administrative support to the Bookings & Resources Coordinator and bookings team to effectively manage client relationships.
- Provides strategic input to effectively promote VenuesWest venues.
- Assists the Bookings & Resources Coordinator and Commercial team to creatively sell VenuesWest venues and maximise potential revenue.

BOOKINGS

- Administers booking of venue space and resources for sports and Commercial bookings using the Bookings System.
- Assists the Bookings & Resources Coordinator in maintaining an up to date bookings calendar via the Bookings System.
- Liaises with the Bookings Resources Coordinator, Venue Operations Supervisors, Manager Aquatics and Swim School and Aquatic Operations Supervisors regarding booking times, resource requirements and cancellation notices.

- Liaises with Bookings & Resources Coordinator Aquatic Operations Supervisor and Venue Supervisors regarding resources required by the hirer.
- Schedules all regular bookings and resources required and liaises with clients.
- Provides correct booking information to related departments.
- Assists Bookings & Resources Coordinator to establish physical resources as required to meet booking needs.
- Inputs all charges, purchase orders and invoices into booking system for sporting and Commercial bookings.
- Acts as the central booking contact and point of communication for all activity across all self-managed venues.
- Compiles information and liaises with the hirer to ensure that a Venue Hire Agreement including terms and conditions is signed before the booking commences.
- Drafts licence agreements for bookings, as required.
- Assesses bookings to determine Occupational Safety and Health (OSH) rating and sends OSH requirement to the hirer if required. Follows up with the hirer to ensure relevant OSH documentation is received before the booking date.

ADMINISTRATION

- Prepares various calendars and booking information sheets to distribute to internal and external stakeholders.
- Liaises with Venue Supervisors, Aquatic Operations Supervisors and Presentation Services Officer to assist with providing cost estimates for bookings as required.
- Maintains internal calendars for the monthly Event Broadcast.
- Advises internal and external stakeholders of major bookings as required.
- Disseminates information from clients to relevant suppliers and venue staff.
- Maintains the Bookings System with up to date fees and charges, location rostering, products and service creation.
- Trains other staff in the Bookings System program for bookings.
- Develops and maintains procedure manuals for all bookings and resources processes.
- Administers monthly user statistics, event highlights and other reports, as required.
- Provides booking trends and statistics reports, as required.
- Assists with the implementation of management measures directed at improved bookings performance.
- Assists with continual improvement of booking systems, processes and documentation.
- Maintains booking information on website for all self-managed venues.
- Assessing, filing and maintaining the register of OSH assessments, and following up with hirers when new documentation is required.
- Liaises with VenuesWest Finance team to ensure all creditor and debtor compliance.

WORKPLACE SAFETY AND HEALTH

- I take care to protect my own safety and health at work, and that of others by co-operating with all VenuesWest policies and procedures and complying with all applicable work health and safety laws.

OTHER

- Other related duties, as directed.

ROLE REQUIREMENTS

The following capabilities are to be addressed in context of the responsibilities of the role.

ESSENTIAL

1. Relevant experience in an administrative role including the ability to coordinate bookings and work within guidelines to provide a quality customer service; Proficient computer skills including Microsoft Office and experience in using an electronic booking system.

2. Supports shared purpose by understanding organisational objectives, how they relate to the role and makes recommendations for improvements.
3. Organises work to reflect changes in priority; Maintains accurate records and files; Sees tasks through to successful completion.
4. Builds and maintains relationships by keeping clients and internal stakeholders informed, managing progress and responding to changes in client needs; Responds to diverse experiences and takes responsibility for delivering customer service.
5. Exemplifies personal integrity and self-awareness by adhering to the VenuesWest Way and Code of Conduct; Provides accurate information; Stays calm under pressure and ensures work is finalised.
6. Communicates clearly both orally and in writing; Listens to, understands and adapts communication styles to the audience.

DESIRABLE

1. Previous experience in an event administration or bookings role in an entertainment or sporting environment including knowledge of sports, competitions and equipment requirements.
2. Basic budgeting and financial experience to assist with tracking and reporting on the budget.

ABOUT THE VENUESWEST WAY

It is our system of defining and measuring our culture and sets the expectation on how we engage, improve, support and challenge one another to be the safest and best we can be – as individuals and a collective. Our signature behaviours are:



We champion dreams



We deliver safely



Together we win



We act like owners



We celebrate success

POSITION CONDITIONS AND ELIGIBILITY

Appointment to this position is conditional upon:

- Providing evidence of 'Right to Work' in Australia
- Providing evidence of National Police Clearance (dated within 12 months)

CERTIFICATION

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

Doug Hamilton
General Manager Venue
Services

Date JDF Approved

16 August 2021