

POSITION TITLE:	Venues Booking Officer	CLASSIFICATION:	Band 4
REPORTS TO:	Bookings Team Leader	DIRECTORATE	Community and Wellbeing
DEPARTMENT:	Creative Communities	TEAM:	Venues and Community Facilities

OUR STRATEGIC CONTEXT

PURPOSE

Our organisation is accountable, sustainable, and delivering effective services to our community.

VISION

Our community is a safe, inclusive, and creative city that celebrates and embraces its vibrancy of cultures.

VALUES

Cooperation, Change and New Ideas, Learning, Achievement, Communication & Accountability.

COUNCIL PLAN

A thriving and unique place; an inclusive and healthy community; and a people-centred and future ready city.

HOW YOUR ROLE CONTRIBUTES

This position plays a key role in ensuring the smooth operation and positive experience of community venues and facilities, while actively supporting revenue generation through the effective administration and optimisation of venue bookings. By providing efficient customer service and administrative support to the Venues and Facilities Unit, the role helps maximise venue utilisation, ensure appropriate fee application, and identify opportunities to increase booking revenue in line with Council policies. Through managing enquiries, bookings, and the coordination of venue maintenance, this position promotes community engagement, enhances customer experience, and contributes to the financial sustainability and overall quality of community wellbeing services.

RESPONSIBILITIES	KEY OUTCOMES
Bookings & Venue Administration	<ul style="list-style-type: none"> Facilitate internal and external bookings for venues and community facilities from initial enquiry to final delivery, ensuring smooth service delivery. Proactively promote Council venues and facilities to increase utilisation and revenue, identifying suitable spaces that meet hirer needs. Process permanent and casual bookings venues and community facilities including parks for hire in accordance with Council policies and fee schedules. Maintain the booking system to ensure accuracy and prevent conflicts and support effective revenue tracking. Regularly review bookings, vacancies, and usage patterns to identify opportunities to increase occupancy, optimise scheduling, and improve operational efficiency. Develop and maintain a strong working knowledge of Council venues, operational processes, facility capabilities, and booking systems to ensure compliance with Conditions of Hire and support effective upsell conversations. Liaise with security, cleaning, and maintenance contractors to ensure service delivery supports positive customer experience and repeat bookings.
Customer Service and Stakeholder Engagement	<ul style="list-style-type: none"> Respond to all enquiries efficiently, professionally, and courteously via phone, email, or other channels, with a focus on converting enquiries into confirmed bookings. Clearly communicate facility hire requirements, fees, and conditions to prospective and confirmed hirers to support informed decision making. Build and maintain positive relationships with internal and external stakeholders to encourage repeat business and long term venue use.

	<ul style="list-style-type: none"> Coordinate booking requirements with relevant Departments and Staff to ensure service expectations are met and customer satisfaction is maintained. Maintain and update the Venues for Hire website and online booking forms to support accessibility, promote offerings, and drive increased demand.
Financial Management	<ul style="list-style-type: none"> Generate invoices, process payments, reconcile financial transactions, and issue payment reminders and overdue notices to ensure timely revenue collection. Process internal charges and journals in accordance with financial procedures. Monitor financial performance indicators, including outstanding debtors, booking revenue, and purchase orders, escalating issues as required. Support accurate fee application and identify opportunities to improve revenue recovery and financial compliance.
Administrative Support and Continuous Improvement	<ul style="list-style-type: none"> Assist with data collection, analysis, and reporting on KPIs, including venue utilisation, booking conversion rates, and revenue performance. Manage mailing lists and bulk communications to promote venue availability, seasonal opportunities, and new offerings. Manage venue and community facility equipment and supplies to support efficient operations and service delivery. Support meetings, diary management, and coordination of special events to maximise attendance and venue use. Work closely with the Bookings Team Leader to develop, review, and refine operating procedures, identifying opportunities to improve efficiency, customer experience, and revenue outcomes.

KEY WORKING RELATIONSHIPS

Direct reports: Nil

Internal: Across all areas of Council

External: External hirers and stakeholders

REQUIRED EXPERIENCE, SKILLS AND COMPETENCIES

Accountability and extent of authority	<ul style="list-style-type: none"> Works under general supervision, following established procedures, guidelines, and policies to complete tasks and maintain compliance with organisational standards. Some roles may involve oversight or supervision of lower-level staff, volunteers, or contractors, but the level of authority for decision-making is typically restricted to the immediate scope of duties. Any significant decisions or those that deviate from established policies or procedures may require approval from a supervisor or manager Work is carried out within clearly defined guidelines and under general supervision, with limited autonomy constrained by established standards, procedures, the position description, and the scope of tasks assigned to the role as required May be required to provide reports or updates on work progress, but reporting structures are typically well-defined, with oversight provided by senior staff Decisions and actions taken at this level typically impact a specific work group or function, with effects generally confined to a localized area of responsibility
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Judgement and decision making	<ul style="list-style-type: none"> These positions require the application of personal judgment in carrying out specialised tasks, with work typically guided by well-understood and clearly documented procedures Ability to select and apply appropriate techniques, systems, equipment, methods, or processes from a defined range of options to achieve desired outcomes The work is clearly defined, with procedures that are well-understood and thoroughly documented. Tasks involve selecting from a limited range of established techniques, systems, equipment, methods, or processes within a set of recurring work situations
Specialised knowledge and skills	<ul style="list-style-type: none"> Well-developed administration and organisational skills. Highly developed word processing, spread sheeting and document formatting skills. Excellent communication skills. Ability to record and maintain accurate information within the corporate information management system in accordance with organisational procedures.
Management Skills	<ul style="list-style-type: none"> Demonstrated ability to plan, manage and organise work, within set timelines and in an environment of change and conflicting demands. Ability to meet agreed performance objectives and standards. Ability to solve problems through discussion and team work.
Interpersonal skills	<ul style="list-style-type: none"> High-level customer service, communication and interpersonal skills, with the ability to gain cooperation and assistance from a variety of stakeholders regarding information needs. Ability to maintain confidential information. Ability to work effectively in a team environment. Written communication skills to enable the preparation of routine correspondence and reports. Flexibility to accommodate changing priorities. Ability to deal with difficult customers and to resolve problems.
Qualifications and Experience	<ul style="list-style-type: none"> Demonstrated work experience in an administrative and customer service role that showcases applicable skills and knowledge. Proficient computer skills, including the ability to use MS Office applications with a strong ability to apply these skills in a practical work setting. Must possess a current Working with Children Check or be willing to obtain both prior to commencing employment. Must possess a current driver's licence. A relevant post-secondary qualification may be advantageous. Experience in and knowledge of Local Government is desirable. This role may be required to complete routine medical checks, undergo fit to work testing, update their police check as necessary, and maintain a current Working with Children Check to ensure compliance with organisational policies and safeguarding standards.

WHAT WE ARE ALL RESPONSIBLE FOR

Workplace Health, Safety and Wellbeing:

We are committed to maintaining a healthy and safe work environment for all employees, contractors, volunteers, and visitors and recognise that this is an integral part of our business. This commitment extends to ensuring activities do not place any person at risk.

Diversity, Equity, and Inclusion:

We are committed to fostering a diverse and inclusive workplace that values everyone's contributions, lived experience, and expertise. A workplace where everyone is supported to thrive and be authentic.

Code of Conduct:

We are committed to the provision of the best possible services to the community in a fair, equitable and inclusive manner and requires all employees to adhere to the standards of conduct.

Service Promises:

We Empathise | We are Responsive | We are Transparent | We are Consistent | We Follow Through

Position Description



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Stonnington.
Work that matters.
People who make
a difference.

Safeguarding Children and Young People:	We have a zero tolerance to child abuse. All Council officers, including employees, contractors, volunteers, and Councillors have a legal and moral obligation to keep children safe and promote their best interests.
Sustainability:	We're committed to a sustainable Stonnington, working together with our community to create a healthy future for us all.

Review date: 7 January 2026