

## POSITION DESCRIPTION

<b>Position Title:</b>	Event Booking Coordinator	<b>Position Code:</b>	DRTCCEBC
<b>Division:</b>	Culture and Economy	<b>Grade:</b>	F
<b>Location:</b>	Dubbo	<b>Hours/Week:</b>	35
<b>Reports To:</b>	Manager Dubbo Regional Theatre and Convention Centre		
<b>No. Direct Reports:</b>	1	<b>No. Indirect Reports</b>	Nil

### Primary Purpose of Position

The Event Booking Coordinator is responsible for coordinating the administration of events at Dubbo Regional Theatre and Convention Centre (DRTCC) and Wellington Civic Centre (WCC). This includes the coordination of business and community events (venue hire, policies and procedures, schedules), ticketed events and internal bookings (excluding season shows). The Event Booking Coordinator works closely with the Manager, Technical and Function teams to ensure all events and client needs are met throughout the event process and delivery. The position is also responsible for the effective operation of the DRTCC Box Office and staff. This position is the first point-of-contact for administration queries.

### Key Accountabilities / Duties

Key Result Area	Primary Activities
Business, Community & Internal Events	<ul style="list-style-type: none"> <li>Co-ordinate the bookings including site tours, client meetings, cost estimates, venue hire agreements, detailed event schedules / orders and reconciliations.</li> <li>Coordinate event details with Functions Coordinator and Technical Coordinator to ensure events are met with client expectations</li> <li>All documentation to be completed on time and accurately</li> <li>Provide monthly reports to DRTCC Manager</li> <li>Develop and implement strategies to retain repeat business and increase revenue through new clients</li> <li>Work with the Manager DRTCC to develop relationships with DRTCC entrepreneur shows</li> </ul>
Hirer / Promoter Shows (Ticketed Shows)	<ul style="list-style-type: none"> <li>Co-ordinate the initial bookings including venue hire agreements</li> <li>Efficient handover of shows to the Ticketing officer to manage remaining administrative components</li> <li>Provide support to Ticketing Officer for Hirer / Promoter shows</li> </ul>
Box Office	<ul style="list-style-type: none"> <li>Oversee the operation of the Box Office ensuring that all systems are running efficiently and a high level of customer service is provided at all times</li> <li>Provide Box Office support during lunch and short absences</li> </ul>

### Key Accountabilities / Duties

	<ul style="list-style-type: none"> <li>• Oversee and assist with building shows and events for sale through the ticket and website platforms</li> <li>• Oversee subscriptions</li> <li>• Oversee and assist marketing and promotion for ticketed, business and community events including updating content on the website and social media</li> </ul>
Facility Maintenance	<ul style="list-style-type: none"> <li>• Coordinate contractors and provide administration assistance for cyclic maintenance such as air-conditioning maintenance, emergency lighting and First Aid kits</li> </ul>
Education Programs	<ul style="list-style-type: none"> <li>• Co-ordinate Education programs related to events</li> </ul>
Leadership	<ul style="list-style-type: none"> <li>• Represent the branch in a professional manner</li> <li>• Disseminate information to the team</li> <li>• Assist in the development of business strategic plans with the Manager DRTCC</li> </ul>
Team/People Management	<ul style="list-style-type: none"> <li>• Supervise your team and their duties ensuring that individual accountabilities and performance are monitored and achieved.</li> <li>• In conjunction with HR policies, make recommendations to the Manager on appointments, promotions and terminations of staff under your control.</li> <li>• Ensure that the organisation's policies and procedures are fully understood and adhered to by your team.</li> <li>• Ensure appropriate communication to your team to ensure awareness of relevant key issues</li> <li>• Foster good team work and high staff morale within the team.</li> </ul>
Corporate Reporting, planning and Monitoring	<ul style="list-style-type: none"> <li>• Assist Manager DRTCC in providing Branch input and implementing the following strategic plans and documents; <ul style="list-style-type: none"> <li>• Delivery Plan</li> <li>• Annual Operating Plan</li> <li>• Business Plan</li> <li>• Agreed brief</li> <li>• Branch Budget</li> </ul> </li> <li>• Provide input into corporate plans, reports, programs, and policies as required</li> </ul>

### Inherent Requirements of the position

- Class C Drivers Licence
- A large majority of this role is office based, using computers/electronic systems. An inherent requirement of this position is the ability to complete sustained periods of work sitting or standing at a desk utilising computers/electronic systems or other office based equipment.
- This position is required to wear an approved DRTCC uniform when on duty at shows and events.

### Inherent Requirements of the position

- Deputy Fire Warden
- First Aid Officer

### Selection Criteria

#### Essential

1. Certificate IV in Business Administration, Arts Administration, Event Management or Venue Management (or related discipline).
2. Experience in working in the event industry (business events, theatre shows or public events) including high-level administration and staff supervision
3. High level interpersonal and communication skills and experience in building positive business and community client relationships
4. Intermediate level computer skills and competency in the use of Microsoft based software packages including Outlook, Word, Excel
5. Experience and/or knowledge in website content management and social media platforms

#### Desirable

6. Knowledge of the performing arts, functions or technical theatre operations
7. Experiencing with event management systems and/or ticketing systems
8. Experience working in a Local Government environment, preferably in a regional city

### Organisation Wide Accountabilities

#### Corporate Values

All employees have a responsibility to uphold the values of Dubbo Regional Council being:

- Progressive
  - Be curious, courageous and committed
- Sustainable
  - Balanced approach to growth and opportunity
- One Team
  - Working Together
- Integrity
  - Accountable for our actions

#### Work Health and Safety

All employees are responsible for the Work Health and Safety (WHS) for Dubbo Regional Council and their duties include:

- Complying with Council's WHS policies and procedures
- Working with due diligence and consideration to safeguard their own health and safety and the health and safety of others
- Reporting any potential hazards, incidents or injuries to their Supervisor or People, Culture & Safety within 48 hours
- Participating in any WHS consultation arrangements

	<ul style="list-style-type: none"> <li>• Complying with any Return to Work Plan if injured and supporting rehabilitation in the workplace</li> <li>• Correctly using all personal protective equipment</li> <li>• Complying with emergency and evacuation procedures and site rules if applicable</li> <li>• The Chief Executive Officer, Directors (Officers), Managers and On-Site Supervisors have additional responsibilities as defined in the Dubbo Regional Council Work Health and Safety and Consultation Policy</li> </ul>
Sustainability	Staff will give equal priority to improving and enhancing Council's economic, social and environmental outcomes by integrating sustainability into all decision making processes. This includes continuously increasing efficiencies, reducing resource use, sustainable procurement, maintaining service levels and protecting our natural assets. It is expected that all staff can demonstrate awareness and participation in sustainable work practices.
Code of Conduct and Equal Employment Opportunity	Staff will, at all times, adhere to: <ul style="list-style-type: none"> <li>• Council's adopted Code of Conduct.</li> <li>• Council's Anti-Discrimination, Harassment and Equal Employment Opportunity Policy to foster a fair and equitable workplace free of illegal discrimination, harassment and bullying behaviour.</li> </ul>

**Acceptance:**

I, \_\_\_\_\_ confirm I have read and understood the Position Description. As the incumbent of this position, I agree to work in accordance with the requirements of the position and will abide by Dubbo Regional Council's policies and procedures.

I understand this Position Description is designed to guide the responsibilities and activities to be undertaken in this position and is not intended to be an exhaustive list. I acknowledge that the organisation, in response to changing priorities, may vary tasks and responsibilities from time to time.

Signature:

Date: