

# POSITION DESCRIPTION

<b>Position Title:</b>	<b>Ticketing &amp; Venue Hire Supervisor</b>
<b>Position Number:</b>	<b>11179</b>
<b>Directorate:</b>	<b>Community Experience</b>
<b>Reports to:</b>	<b>Community Operations Coordinator</b>
<b>Supervises:</b>	<b>Operations Support Officers</b>
<b>Department:</b>	<b>Community Programs</b>
<b>Agreement:</b>	<b>City of Karratha Industrial Agreement 2023</b>
<b>Classification:</b>	<b>Level 5</b>

## 1. POSITION OVERVIEW

The Ticketing & Venue Hire Supervisor is responsible for overseeing and managing the City of Karratha's ticketing operations and venue hire processes at the Red Earth Arts Precinct (REAP). This role focuses on delivering high-quality customer service, ensuring smooth operations, and providing leadership and support to casual staff involved in ticketing and venue management. The role also involves close collaboration with the REAP Operations Supervisor to ensure the successful execution of events and optimal use of the venue.

### 1.1 Position Objectives

- Oversee all ticketing-related activities, including system management, event setup, sales reporting, and customer service.
- Coordinate all aspects of venue hire, serving as the primary point of contact for clients, ensuring all requirements are met, and managing booking documentation.
- Lead, train, and empower casual staff involved in ticketing and venue hire, ensuring efficient operations and high customer satisfaction.
- Collaborate with the Operations Supervisor in planning and executing events at REAP, to ensure all event-related logistics are managed effectively.
- Supervise, develop, and empower team members to enhance their skills and perform at their best.
- Stay current with training and best practices, following City guidelines to ensure safety, compliance, and governance standards are consistently met.
- Develop and maintain strong working relationships with key stakeholders to deliver high-quality events and festivals.
- Maintain a high level of duty of care, overseeing team safety and wellbeing.
- Contribute to the development of, then manage and oversee budgets related to ticketing, venue hire, and event operations.

## 2 DUTIES & RESPONSIBILITIES

### 2.1. Ticketing Management

- Oversee the ticketing system, ensuring timely and accurate event entries.
- Generate and analyse ticket sales reports, providing insights to senior management for decision-making.
- Ensure compliance with privacy legislation in managing customer databases and utilise these databases for marketing purposes in line with City policies.
- Liaise with event organisers and hirers to address ticketing needs and resolve any issues that arise.
- Supervise and train casual staff in ticketing operations and customer service, ensuring all team members are well-equipped to provide excellent service.

## **2.2. Venue Hire Coordination**

- Serve as the primary contact for venue hire inquiries, managing all aspects of the booking process to ensure client satisfaction.
- Develop and maintain operational policies in relation to the hire and use of our facilities.
- Work closely with internal teams, including technical, maintenance, and catering, to coordinate the setup and smooth operation of hired spaces.
- Prepare and maintain all necessary booking documentation, contracts, and payment records in accordance with City of Karratha policies and procedures.
- Monitor and report on venue usage to optimise space utilisation and maximise revenue from venue hire.
- Liaise with the Operations Supervisor and Technical Supervisor to assess staff capacity and ensure adequate resources are available when booking events.
- Implement booking software system in consultation with Community Operations Coordinator.

## **2.3. Team Leadership**

- Provide leadership and support to casual staff involved in ticketing and venue hire, fostering a team-oriented work environment.
- Conduct regular training sessions to ensure staff are up to date with the latest ticketing and venue management practices.
- Oversee staff scheduling and rostering to ensure adequate coverage during events and busy periods, while adhering to budget constraints. Liaise with the Operations Supervisor and Technical Supervisor to coordinate rostering and ensure that staffing levels meet the specific needs of each event.

## **2.4. Event Support**

- Provide on-the-ground support during events, ensuring a high level of customer service and operational efficiency.
- Handle any ad hoc event-related tasks as required, ensuring a seamless experience for all patrons and stakeholders.

## **2.5. Organisational Expectations**

- Actively contribute to and support the REAP operations team and wider Community Programs teams
- Adhere to Council policy and procedures including Code of Conduct & IT Conditions of Use and other related documents that may be developed and endorsed by Council from time to time
- Behave and work in a manner which demonstrates the REAP Operations team is a customer focussed, professional and reliable service
- Attend events, meetings and after-hours functions as required

## **2.6. Health & Safety**

Employees are responsible for ensuring that:

- All tasks are undertaken with the full understanding of the officer's obligation to take reasonable care to ensure personal safety and health at work and that of other persons in the workplace.
- They comply with all City policies and procedures relating to their health and safety.
- Utilize the City's procedure for WHS Communication, Consultation, and Issue Resolution
- They will not misuse or damage any equipment provided in the interests of health or safety.
- Observe all safe working practices as directed by the supervisor.
- Use and maintain protective equipment correctly.
- Report ALL accidents and incidents (including near miss) arising in the course of work to direct line manager / supervisor ASAP and then complete the Accident Incident Report form as soon as reasonably practicable within 24 hours where possible.

- Other roles and responsibilities outlined in the WHS Management at the City of Karratha: Roles and Responsibilities.

### **3 SKILLS, KNOWLEDGE & EXPERIENCE (KEY SELECTION CRITERIA)**

#### **3.1 Authority and Accountability**

- Works under general supervision of the Community Operations Coordinator.
- Ability to work autonomously within organisational policies and procedures, making informed decisions to manage ticketing and venue hire operations effectively.
- Accountability for ensuring that all ticketing and venue hire processes are conducted efficiently and in accordance with City policies.

#### **3.2 Judgement and Problem Solving**

- Ability to use sound judgement to solve problems with reference to relevant guidelines or procedures.
- Demonstrated ability to identify and resolve issues related to ticketing and venue hire, with a focus on providing high-quality customer service.
- Strong problem-solving skills, with the ability to make sound decisions in a fast-paced environment.
- Ability to delegate and manage time effectively to ensure duties are carried out to the required standard.

#### **3.3 Specialist Knowledge and Skills**

- Comprehensive knowledge of ticketing systems and venue management practices, that can be leveraged to improve processes and efficiency.
- Proficiency in Microsoft Office and other relevant software tools, with the ability to analyse data and generate reports.
- Experience in supervising staff, with a strong emphasis on training and development.
- Demonstrated ability in the production of promotional information and other marketing-based activities.
- Demonstrated ability in managing contractual obligations.
- Demonstrated ability in preparing contract briefs.

#### **3.4 Interpersonal Skills**

- Demonstrated communication skills including negotiation and conflict resolution.
- Ability to communicate with a wide range of stakeholders, groups and community members.
- Proven ability to engage and maintain a network of key stakeholders across a range of sectors, including public, government, private and not-for-profit.

#### **3.5 Qualifications and Experience**

- A minimum of 3 years end to end event experience, including budget controls and staff management.
- Relevant qualifications in events management, arts administration, or a related field (desirable).
- Experience in a similar role within a theatre, arts, or event management environment.
- Strong organisational and leadership skills, with a focus on delivering high-quality customer service.
- Demonstrated experience in managing budgets and contracts.
- Approved Manager Certificate (For Licensed Premises)
- Responsible Service of Alcohol (RSA)
- Working with Children Check (or be eligible to obtain one)
- First Aid Certificate
- Current C class driver's licence
- National (or Federal) Police Certificate, no more than 6 months old (or willing to obtain one)