

POSITION DESCRIPTION

POSITION	POSITION NUMBER
Casual Hall Keeper	1279
CLASSIFICATION	ANZSCO CODE
Band 4	541211
DEPARTMENT	DIVISION
Civic and Executive Services	Executive Office
AGREEMENT	LOCATION
Ballarat City Council Enterprise Agreement No.8 2019	Town Hall

Position Objectives

- Provide an exceptional standard of hospitality and customer service to staff, councillors, hirers and community members and tourists in using and visiting the Ballarat Town Hall.
- Effectively and efficiently support the management and bookings of City of Ballarat's Town Hall Conference/Meeting facilities.
- Contribute to the effectiveness of meetings through the organisation and preparation of the venue and liaison with stakeholders as required.
- Ability to work unsupervised and contribute as a cohesive team member.
- Contribute to the creation of a positive public image of City of Ballarat by providing a welcoming and well organised atmosphere and a high level of presentation to all tenants, guests and customers within the facility.

The term 'customer' refers to:

- All users of City of Ballarat services, including residents, ratepayers, tourists and other visitors to Ballarat.
- Businesses and other Organisations which includes Councils and other governmental bodies, with which the City has dealings.
- Staff and Councillors of the City of Ballarat, who interact with each other as internal customers providing a wide range of internal services.

Key Responsibility Areas

All Employees and Volunteers

- Report hazards and incidents as soon as possible.
- Constructive participation in investigations and assistance in implementing corrective actions.
- Wear PPE and follow safe work procedures as directed.
- Constructively participate in monthly team meetings.

Meeting Facilities

- Prepare rooms for all meetings and functions including, but not exclusively, Council Meetings, Civic Functions and Events, Committee Meetings and private bookings.
- Ensure cleanliness, presentation and tidiness of Council Chambers, meeting rooms, toilets, bar and kitchen facilities at the Town Hall, including clearing up and resetting between functions.
- Ensure meeting timetables are adhered to.
- Respond appropriately to all Town Hall Meeting Room and equipment bookings enquiries.
- Maintain the Town Hall Meeting Room and equipment bookings calendar.
- Ensure that venue foyer signage is current.

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Meeting Room Equipment

- Prepare and operate audio-visual equipment as required by the room booking client.
- Assist in facilitating hybrid meetings for guests as required.
- Maintain all equipment to, and from, other organisations. Ensure equipment received and returned is in acceptable condition and close down protocols are followed with all equipment upon conclusion of the booking.

Events Support

- Meet and direct guests and dignitaries for civic functions to appropriate rooms/seats.
- Assist in delivering hospitality and service requirements for bookings as required.

Security

- Arrange daily unlocking of the Town Hall and other facilities as required.
- Monitor the behaviour of Town Hall visitors and guests, utilising the CCTV monitor located at the Hall Keepers' desk.
- Maintain security of all fixtures and fittings in the Town Hall.
- Monitor use of meeting rooms after hours when on shift.
- Complete necessary Emergency Management Training and participate in Emergency Management responsibilities as required.

Town Hall Tower

- Liaise with clock winder and bell ringers as required.
- Monitor the accuracy of clock and implement necessary adjustments if required.
- Arrange the flying of flags (State, National and others) as requested on the Town Hall and Queen Victoria Square masthead in line with National, State and City of Ballarat standards and protocols.

General Services

- Maintain and develop stock orders for supplies if required.
- Undertake general receiving and dispatching of goods as required.
- Liaise with Traffic Operations regarding parking arrangements for functions if required.
- Provide advice in provision of catering and kitchen facilities.
- Undertake other Hall Keeping duties as required including assisting with tours as required by the Coordinator.

REPORTS TO:	DIRECT REPORTS:
Coordinator Town Hall Operations	NA
ORGANISATIONAL RELATIONSHIPS	
Internal: Mayor and Councilors Chief Executive Officer Civic and Executive Services team Executive Leadership Team and Assistants Other City of Ballarat Staff	External: Various businesses and organisations Contractors General public

POSITION DESCRIPTION

Accountability and extent of authority

- Manage access to all areas of the Town Hall.
- Supervise catering staff whilst using the Town Hall meeting room and kitchen facilities.
- Confirm meal numbers and times for Council Meetings, Forums and Citizenship Ceremonies
- Hire of meeting equipment to internal and external clients, assisting with the set up and technical requirements of bookings.
- Maintain non-smoking policy for the building.
- Make City of Ballarat buildings secure at end of each working day.
- Arrange appropriate booking and support of public and school tours if required by the Coordinator.

Judgement and decision making

- Advise on suitability of rooms and equipment for meeting use.
- Determine set up of rooms for meetings and functions based on requirements set out in the booking requests and previous experience.
- Take accountability in ensuring spaces are prepared, set and cleaning of spaces for bookings.
- Guidance and advice is always available.

Specialist skills and knowledge

- Ability to adhere to the goals and aims regarding City of Ballarat's image.
- Good knowledge and application of the Microsoft Office 365 suite.
- Experience in coordinating meeting arrangements.
- Good knowledge of Town Hall and City of Ballarat facilities.
- Ability, or demonstrated experience, with budget allocation, City of Ballarat Organisational Structure hierarchy and protocol.
- Good knowledge of public health practices.
- Understanding of Food Handling and Responsible Service of Alcohol practices.
- Ability to use and maintain required plant and equipment.
- Good knowledge and understanding of Occupational Health and Safety and fire evacuation procedures.
- Knowledge of security monitoring systems.
- A strong knowledge of and commitment to both the principals and practice of high- quality customer service.

Management skills

- Manage time, plan and co-ordinate workload to meet deadlines.
- Work with limited supervision and with confidentiality.
- Induct and supervise contractors and workers during civic functions if required.

Interpersonal skills

- Well-developed written and verbal communication skills.
- Strong ability to liaise with and gain co-operation and assistance from employees and the public.
- Self-motivation and ability to apply problem solving techniques.
- Strong team orientation.
- Good public relations skills and the ability to project a professional image to others.

POSITION DESCRIPTION

Qualifications and experience

- Experience in facilities management including room bookings and set-up.
- Demonstrated experience in providing a high standard of hospitality and customer service.
- Experience in security practices.
- Good physical condition to enable regular climbing of stairs and shifting of furniture.
- Experience in securing facilities and crowd control.
- First Aid Level II Certificate.
- Responsible Service of Alcohol Certificate.
- Food Handling Certificate.

SELECTION CRITERIA

- Qualifications and experience as listed above.
- Demonstrated ability to champion, model and promote the corporate values.
- Well-developed skills with Office 365, in particular use of Outlook, Teams and Excel.
- Experience in setting up, using and troubleshooting AV set ups.
- Sound understanding of venue operations, especially in relation to booking facilities, technology and equipment.
- General knowledge of Ballarat's places of interest and their locations, history and local government.
- Ability to manage time, plan, and co-ordinate workload to meet deadlines.
- Well-developed written and verbal communication skills.
- Demonstrated experience in providing a high standard of hospitality and customer service.
- Ability to liaise with a broad range of stakeholders professionally and constructively.
- Knowledge and understanding of health and safety issues relevant to work activities and work area.

The City of Ballarat is committed to being a child safe organisation and has zero tolerance for child abuse and harm. We are committed to providing an environment and culture that promotes the safety, health and well-being of children and young people and which provides a voice to all children, including those from an Aboriginal and Torres Strait Islander background, with disabilities and from culturally, religiously and linguistically diverse backgrounds. We have policies, procedures and training in place that support our employees, volunteers and contractors to achieve these commitments and to ensure all children are listened to, their views respected, and their contribution recognised to ensure Council environments are safe.

ACKNOWLEDGEMENT

Please sign and date to acknowledge you have read and understood this position description.

Name:

Signature:

Date: