

Position Description : QMC Bookings & Functions Coordinator

Organisational Overview

Access Community Services Limited (ACSL) is Australia's leader and specialist in settlement, employment, training and youth and social enterprises for migrants, refugees and mainstream clients, in Queensland, particularly in the South East. As a community based, not for profit organisation limited by guarantee, we boast a 30 year history of serving our local community which was originally established in Logan in 1984. We are committed to fostering community development, youth, settlement and employment initiatives and to providing personal support programs to address the needs of disadvantaged youth and community groups including migrants, refugees, humanitarian entrants and visa holders.

Under a social justice framework, we are working together with key stakeholders to create social inclusion and achieve meaningful outcomes for the individuals and communities we serve. Through the development of responsive needs based practice and a commitment to innovation. ACSL is an award winning organisation with demonstrated leading edge programs and services. Our mission is to provide leadership, education, support and advocacy services to build the capacity of migrants, refugees and the broader community to shape their own future. Our vision is to create social, cultural and economic experiences and opportunities that transform the lives of individuals and communities globally.

Group Overview

Brisbane Multicultural Arts Centre, BEMAC is a multi-art form producer, presenter and promoter of culturally diverse artists, arts and world music. BEMAC delivers an annual program of developmental and performance platforms and manage the Queensland Multicultural Centre, a venue for all Queenslanders to share their diversity through the arts.

In 2015, BEMAC merged with Access Community Services Ltd, retaining DGR status and registration as a public company limited by guarantee with Access as the sole shareholder.

Position Overview

The QMC Bookings & Functions Coordinator is responsible for coordinating all aspects of bookings at the Queensland Multicultural Centre in line with the Centre's vision and ensuring a positive experience for all venue hirers.

| Key Function | Responsibilities, Accountabilities and Deliverables |
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| <p>Key Responsibilities</p> | <ul style="list-style-type: none"> • Carry out administrative tasks associated with the bookings from hirers, ensuring all relevant information is accurately recorded. • Liaise with hirers, providing a high level of customer service to assist them with their requirements to hold their events and activities at the venue. • Accurately assess, plan and allocate resources according to event requirements. • Liaise with external contractors required to meet the hirers needs eg Technical Contractor, catering providers, security etc. • Prepare runsheets and notes in a timely and accurate manner for the Duty Manager, casual staff and the Facilities Manager to ensure efficient delivery of event. • Assist with venue set up and brief hirers on procedures and compliance of the venue prior to events. • As required act as a daytime Duty Manager and provide venue tours for potential hirers. • Ensure accurate and timely invoicing of all bookings including cancellations fees. • Allocated casual staff requirements for event bookings to enable Venue Manager to prepare the staffing roster. • Assist in maintaining cleanliness and orderliness for venue spaces and equipment when required and as directed by the Venue Manager and Facilities Coordinator • Assist to monitor, maintain and review event processes, systems and recommend efficiencies where possible. • Maintain positive professional relationships with venue hirers, contractors, staff and external & internal stakeholders including Government, Community and the private sector. • Comply with legislation, policy and procedures including workplace health and safety. • Work in a professional and culturally appropriate manner that develops respectful working relationships. |

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| Customer Service | <ul style="list-style-type: none"> BEMAC expects you to behave in a manner appropriate for business purposes in the conduct of your duties To build and maintain positive relationships with all members of staff, clients, customers and stakeholders within and outside the organisation. |
| Work & Time Management | <ul style="list-style-type: none"> This is a full time position of 38 hours per week, working predominately Monday to Friday between the hours of 6am to 6pm. You may also be required to work outside of these hours, from time to time, to fulfill the requirements of your role. TOIL can only be accrued in agreement with your manager. You may be required to take accrued annual leave over the Employer's Christmas shut down period |
| Key Performance Indicators | <ul style="list-style-type: none"> Successful delivery of events for hirers. High level of customer service provided to hirers. Clients report satisfaction with their use of the QMC. Positive relationships are developed and maintained with all contractors Professional and culturally appropriate working relationships are established. |
| Team Participation (HR, Quality & Environment) | <ul style="list-style-type: none"> Communicate effectively with your manager in order to solve problems and review procedures to ensure improvements in service delivery and customer needs are identified and implemented. Participate in the IPP process (IPP) to ensure key performance. Indicators (KPI's), as communicated by your manager are achieved to ensure consistency in meeting the expectations of your role. Participate in on-the-job training and meetings and comply with Access Community Services Limited's (ACSLs) policies and procedures to ensure knowledge and skills are adequate to fulfil your duties. Comply with the organisation's Quality Management Systems policies and procedures, to ensure consistency in meeting the expectations of your role. Comply with the continuous improvement process, completing quality improvement forms and ensuring the continuous improvement process is communicated, promoted and adhered to. Participate in team building activities to ensure ACSL's values and behaviours are consistently demonstrated. Behave in a manner that is consistent with the organisations Code of Conduct, to ensure all interactions with stakeholders are positive and represent the values of the organisation. Submit payroll information in line with deadlines to ensure all entitlements can be processed within identified timeframes team in procedures to ensure optimal service standards are achieved. |
| Work Health and Safety | <ul style="list-style-type: none"> Comply with Access Community Services Limited (ACSL) Work Health and Safety policies and procedures to ensure safety in and out of the workplace is upheld. Take reasonable care for your own health and safety and not to adversely affect the health and safety of others Comply with reasonable instruction that is given by the organization. Be vigilant for situations that may cause a safety risk and take steps to minimise the risk by identifying and reporting potential hazards in the workplace to the Supervisor / Manager. Report any work related incidents, injuries / illness, malfunction of machinery, plant or equipment to your Supervisor / Manager immediately or as soon as possible to ensure investigation occurs in a timely manner and appropriate controls are identified and implemented to prevent recurrence. Wear, use, maintain and care for any Personal Protective Clothing and / or Equipment provided and report any defects. Use lifting equipment and assistive devices as and when required. Participate in rehabilitation processes if injured or ill due to work. |

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| SELECTION CRITERIA | |
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| Skills & Experience | <ul style="list-style-type: none"> • Minimum 3 years' experience in a similar role with demonstrated experience with event management in a venue. • Demonstrated planning, time management and multitasking skills with strong attention to detail. • A co-operative, flexible, can-do attitude and a willingness to learn • Ability to think on your feet demonstrating initiative and problem solving to ensure seamless and highly professional delivery of events for all hirers. • Demonstrated ability to interpret general technical requirements and provide advice working in collaboration with the venue's contractors to achieve desired outcomes for the hirer. • Demonstrated experience working respectfully and collaboratively with a broad range of stakeholders including Aboriginal and Torres Strait Islanders and culturally and linguistically diverse communities. • Computer literacy including Microsoft Word, Excel, Outlook. <p>Desirable</p> <ul style="list-style-type: none"> • Demonstrated knowledge and experience of QLD Government and BCC regulations relating to QLD Government venue compliance. • Experience with QLD Government event management software. • Current EWP certification |
| Other Requirements | <ul style="list-style-type: none"> • Current Driver's License • Current First Aid • Current RSA • Rights to work in Australia |

| APPLICATION & REMUNERATION | |
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| Reports to: | Venue and Business Development Manager |
| Hours: | Full time 38 hours per week. Hours of work will generally be between Monday to Friday between the hours of 6am to 6pm but may vary according to venue booking needs. |
| Term of Employment: | Permanent full time with a probation period of 3 months and reviews every 6 months |
| Salary Package: | Salary Superannuation Annual leave |
| Location: | QMC, 102 Main Street KANGAROO POINT |
| Application: | Forward your application addressing the selection criteria (no more than 2 pages) with a current resume to hr@acsl.org.au by close of business, Monday 30th January 2017 . |
| <p>Access Community Services Limited is an equal employment opportunity employer (EEO) and provides these opportunities to all employees and applicants for consideration and employment.</p> <p>This Position Description is fully compliant with ACSL Policy and Procedure as detailed in ACSL manuals.</p> | |

| CERTIFICATION: | | | |
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| I have reviewed and discussed this Position Description with my Supervisor/Manager and understand that it accurately describes the requirements of this position. | | | |
| Position | Name | Signature | Date |
| Staff member | | | |

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| Manager | | | |
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