

Position Description

POSITION TITLE:	Team Leader Civic Facilities
POSITION NO:	2150
DIRECTORATE:	Corporate Services
DEPARTMENT:	Customer Engagement
SECTION:	Customer Service and Civic Facilities
CLASSIFICATION:	Band 6
LOCATION:	Maribyrnong City Council Municipal Officers. Corner of Napier and Hyde streets, Footscray
DATE:	May 2026

ORGANISATIONAL RELATIONSHIPS

Reports to:	Coordinator Customer Services and Civic Facilities
Supervises:	Civic Facilities Officers (permanent and casual)
Internal Liaisons:	This position liaises with staff and Councillors from all levels within the organisation.
External Liaisons:	Community, cleaning providers, catering providers, equipment suppliers, and contractors.

ORGANISATIONAL VALUES:

Employees at Maribyrnong will be guided in their behaviour and conduct in the delivery of its services by Council's values of Respect, Courage and Integrity.

Respect	The promotion of inclusiveness, empathy, communication, good will.
Courage	The promotion of innovation, considered risk, creativity, problem solving, initiative, accountability, responsibility.
Integrity	The promotion of honesty, loyalty, ethical behaviour, trustworthiness.

PRIMARY OBJECTIVES OF POSITION:

Oversee the proactive booking and management of community and Town Hall meeting spaces and support the hosting of community and civic functions at the Civic Precinct and Community Hub / Footscray Town Hall to enable efficient delivery of inclusive, accessible, safe and multi-functional events in a positive and timely manner delivering on the customer excellence expectations of Council's Customer First Strategy.

DUTIES AND RESPONSIBILITIES

General

- Guide the Civic Facilities Team in providing exceptional service to visitors and users of the Civic Precinct and Community Hub / Footscray Town Hall
- Lead implementation strategy for after-hours activations across the Civic Precinct and Footscray Town Hall Community Hub.
- Oversee the management of the facility, including the activation and management of community bookable spaces during business hours, evening and weekends.

- Perform administrative tasks such as handling correspondence, processing purchase orders and invoices, managing bond payments, and processing facility hire payments, all in accordance with organisational standards and guidelines.
- Oversee the Civic Facilities inbox in collaboration with the Civic Facilities Officers to ensure all enquiries, venue bookings (staff and external), invoices and requests are processed in accordance with council response timelines
- Aid in the creation and promotion of ongoing enhancements to policies, processes, procedures, and systems.
- Recognise and promote communications and marketing opportunities to maximise best value.
- Foster relationships, partnerships, and engagement within the Council and the community to enhance the use of the Civic Precinct and Community Hub / Footscray Town Hall public spaces.
- Ensure courteous, respectful, and engaging customer service for venue hirers, patrons, and other stakeholders.
- Ensure relevant flags are displayed at Council offices in accordance with the Flag Raising Protocols, staff and community requests
- Track and report maintenance needs to the Council Building Maintenance Team
- Some work outside regular hours may be required.

Council Business

- Manage catering, resourcing, and supplies for Council dinners.
- Supervise the planning and execution of Council dinners including creation and management of a panel of catering providers and suppliers
- Assist with civic functions such as the Citizen of the Year Awards, citizenship ceremonies, and mayoral elections at the Civic Precinct and Community Hub / Footscray Town Hall.
- Ensure that catered food is heated, arranged, and served following safe food handling practices, and that beverages are served in compliance with Council policies and guidelines, as well as responsible alcohol service requirements.
- Oversee and replenish kitchenettes with necessary supplies, such as milk, coffee, and tea.
- Investigate, address, and respond to all service requests for Civic Facilities received through email and the Council's Customer Request System.
- Coordinate with contract cleaners to schedule proper cleaning after events and handle emergency clean-ups for civic areas.
- Manage the cleaning request system and communicate with cleaners to ensure daily cleaning of Council offices (Town Hall) and civic facilities, in line with contract requirements.

Community Spaces

- Manage all internal and external facets of bookings, including interactions with community members and service providers.
- Oversee booking and event management systems and databases, track post-event reports and feedback, handle booking payments, and supply information and data as needed.
- Ensure community spaces are maintained in a clean, hygienic, and well-presented condition for all events, in order to project a positive and professional image of the Council to visitors to the Town Hall.
- Prepare spaces for events to meet the hirer's needs, including providing necessary support services for the seamless execution of all external meetings and functions, as well as AV support if required.
- Ensure equipment functionality, report maintenance issues, and arrange repairs as needed to maintain facility standards.
- Manage team and rostering to ensure adequate service for functions and the use of public spaces at the Civic Precinct and Community Hub / Footscray Town Hall.

The incumbent of this position may also be directed to carry out additional duties within the limits of the employee's skill, competence and training.

Organisational Responsibilities:

- Promote and implement Council's Customer First Strategy to ensure the delivery of an outstanding customer experience for all visitors to the Town Hall.
- Adhere to the Victorian *Occupational Health and Safety Act 2004*, Council's Occupational Health and Safety Policy, and Council's Contractor Health and Safety Policy including assuming responsibility for the proper use of all safeguards, safety devices, personal protective equipment and other equipment provided for safety purposes.
- Consider and preserve one's own safety and the safety of all those around you while at work. This includes following health and safety guidelines and procedures, and using protective clothing or equipment provided, at all required times. Employees must immediately report any injury, near miss, damaged equipment or any other hazard observed in their workplace.
- Familiarise yourself with, and adhere to, Council's Risk Management policy and program and the application of sound risk management practices within the workplace and community.
- Practice and promote Council's Equal Opportunity and Respect at the Workplace principles and policies by treating fellow employees and our customers fairly and equitably and without discrimination, harassment or bullying.
- Promote a positive image of Council to members of the public through professional standards of personal presentation and through the provision of services/advice in a courteous and efficient manner.

ACCOUNTABILITY AND EXTENT OF AUTHORITY:

- Oversee civic facilities staff to ensure the effective execution of key functions.
- Create and implement policies and procedures to direct the operation of the Civic Facilities function.
- Manage rosters and related administrative tasks.
- Ensure an outstanding customer experience in the use of Civic Precinct and Community Hub / Footscray Town Hall community spaces and participation in civic functions.
- Manage the delivery of Council dinners including the panel of catering providers and suppliers.
- Offer advice and information to internal and external stakeholders in accordance with Council guidelines and delegated authority. Responsible for ensuring the accuracy and quality of the information and advice given.
- Uphold and enhance work standards specific to the role and responsibilities.
- Operate within defined objectives and budgets, and consult with the Manager of Customer Engagement on any decisions that could affect Council policies, projects, or budget.

JUDGEMENT AND DECISION MAKING

- Exercise judgement and autonomy to make decisions based on previously acquired experience and knowledge as well as knowledge of department, organisational goals and objectives.
- The nature of the work is usually specialised with methods, procedures and processes developed through theory or precedent.
- Ability to improve or develop methods, procedures and processes relevant to the role as required and applying them to problem resolutions.
- Guidance and advice from supervisor and other Council employees would usually be available.
- Exercise discretion and confidentiality while performing assigned duties.

SPECIALIST SKILLS AND KNOWLEDGE

- Ability to use technology and systems relevant to the role.
- Proficiency in the application of theories, policies, procedures, processes and precedents relevant to the role.
- Understanding of the role and function of the team and how they impact the goals of the wider organisation.
- Understanding of relevant State and Federal legislation, Acts and regulations relevant to the role.
- Basic knowledge and understanding of budgeting techniques.

MANAGEMENT SKILLS

- Manage time, set priorities, plan and organise own work and the work of any direct reports, to achieve team objectives within a set timeframe.
- Ability to implement and embody Council personnel practices including Equal Employment Opportunity and Occupations Health and Safety, particularly when supervising employees.
- Ability to support, motivate, provide on the job training and guidance to more junior employees.
- Ability to contribute to team meetings and to team outcomes.
- Understanding and effective dissemination to direct reports of the long term goals of the team and their alignment with Council's objectives.

INTERPERSONAL SKILLS

- Ability to gain trust, cooperation and assistance from internal and external stakeholders when required.
- Ability to liaise with external counterparts and members of other units within the organisation to resolve intra-organisational problems.
- Strong written and verbal communication skills and ability to effectively manage complex conversations.
- Ability to establish rapport and to contribute to a pro-active and collaborative work culture.
- Ability to demonstrate initiative and flexibility within the working environment and to contribute to team based service delivery.
- Conduct research and provide detailed verbal and written reports as required.
- Capability to prepare external correspondence
- Ability to manage external contractors

QUALIFICATIONS AND EXPERIENCE

- Prior experience in managing events, hospitality, community, or facility spaces/venues
- Experience in leading and mentoring team members
- Understanding of OH&S and risk management practices applicable to events, hospitality, and venue management
- The ability to think strategically and conceptually to ensure bookable spaces are well-utilised and inclusive.
- Exceptional interpersonal and written communication skills, with a proven ability to effectively influence and secure cooperation in politically sensitive situations.
- Proficient in administrative tasks and computer skills, including Microsoft Office and software used for booking meeting rooms and services.
- Physically capable of moving furniture and equipment necessary for setting up spaces.
- Proficiency in applying standardized procedures, practices, Acts, Regulations, and Guidelines relevant to the industry, including food safety and liquor licensing.
- Proven experience in building and sustaining stakeholder relationships.
- Strong time management skills.

Position Description



Mandatory:

- Valid Working with Children Check.
- No relevant criminal record identified in a Police Check.

Desirable:

- Tertiary or equivalent qualification in venue management, or significant experience in the operational management, activation, event management, and integration of services/programs for multi-use venues.
- Responsible Serving of Alcohol (RSA) Certificate.
- Completion of a manual handling training course.
- Current Victorian Driver's License.

KEY SELECTION CRITERIA

Proven qualifications in hospitality or event planning, and/or experience working in council/civic facilities or the hospitality industry, particularly organising functions.

Demonstrated ability to lead and develop team members.

Demonstrated customer service skills with the capability to handle challenging customers and maintain a positive image of the Council.

Ability to manage time effectively, plan and prioritise tasks, and complete work to meet deadlines and agreed standards using available resources with minimal supervision.

In-depth understanding of civic facilities and hospitality protocols.

Extensive experience and proficiency in adhering to OH&S and risk management practices related to events, hospitality, and venue management.

Solid understanding of Food Safety Regulations, especially regarding food handling and storage.

CONDITIONS OF EMPLOYMENT:

In addition to the terms and conditions of Council's Enterprise Agreement and the requirements listed in this Position Description, there are policies and procedures that apply to your employment and require your diligent compliance. These policies and procedures are formulated by Council for the efficient and fair administration of employment and other business matters and can be amended from time to time. However, such policies and procedures are not deemed to be incorporated into your employment conditions, nor are they intended or deemed to impose specific contractual obligations on Council.

The following signatures are required to indicate understanding, agreement and approval of the position description.

Employee:

Date:

Manager/ Coordinator:.....

Date: