



POSITION DESCRIPTION

Administration & Marketing Officer – Town Hall

Incumbent:	Vacant
Department:	Arts & Culture
Reports to:	Performing Arts Coordinator
Supervises/manages:	Caretakers Front of House staff
Employment Status:	Permanent Full Time (1 EFT)
Award Classification:	Band 4
Prepared by:	Human Resources Lead
Approved by:	Chief Executive Officer

Position Summary

This role is responsible for the efficient operation of the box office, front of house, and bar services at Council-run events. It also undertakes administrative tasks, including quotes, bookings, confirmations, procurement, invoicing, and preparing accounts for the Town Hall.

Working closely with Council's Media team and external stakeholders, the position provides marketing support by adapting promotional materials to Council branding, preparing collateral, updating websites and event listings, scheduling social media posts, and creating e-newsletter content to ensure accuracy and consistency across all communications.

As part of the broader team, the role contributes to day-to-day operations such as setting up facilities, monitoring hirer compliance with Council requirements (including OH&S and liquor licensing), and overseeing Venue Caretakers and Front of House staff.

Key Responsibilities

Box Office and Front of House

- Conduct ticket sales, reconcile float balances, and attend to banking on a daily basis, and process POS transactions.
- Prepare rosters for Front of House staff and Caretakers.
- Supervise Venue Caretakers and Front of House staff during events.
- Attend to the opening and closing of the Town Hall, ensuring security systems are operational.
- Carry out Chief Fire Warden duties as required.

Venue Administration

- Take bookings and liaise with customers regarding quotes, confirmations, and requirements.
- Coordinate monthly accounts and prepare/process invoices.
- Manage venue booking and ticketing software systems.
- Process procurement of venue consumables and equipment in line with Council procedures.
- Monitor venue resources (staffing, equipment, stock, and supplies) to ensure operational requirements are met.
- Report defects, damage, and maintenance requirements to the Performing Arts Coordinator.
- Ensure compliance with Council policies and procedures.

Marketing Support

- Adapt promoter-supplied marketing materials into Council branding.
- Prepare posters, flyers, and occasional brochure content.
- Enter and schedule event information into EDMs and Council social media platforms.



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- Update website and online event listings.
- Liaise with Council's Media Team and external stakeholders to ensure accuracy of marketing products.

Compliance & Safety

- Alcohol control and management advice to hirers and ensure public awareness of restrictions and compliance requirements.
- Ensure compliance with Council's Risk Management Policy, Risk Management Framework and OH&S Policy.
- Observe all policies and procedures of Council.
- Any other duties as required within the scope of the position.

Accountability & Extent of Authority

- Empowered to take appropriate action to ensure all venue functions and operations are conducted in line with Council approvals and standards.
- Responsible for handling and safeguarding all monies collected during sales or event duties.
- Designated as the responsible officer for the security, safety, and overall integrity of the Town Hall when on duty.
- Accountable for the accuracy, quality, and timely delivery of marketing outputs, including event listings, social media content, e-newsletters, and promotional collateral.

Judgement & Decision Making

- Exercise sound judgement in accordance with the policies, procedures, and operational practices of the Town Hall and the broader organisation.
- Accesses guidance and advice from the Performing Arts Coordinator as needed.
- Make day-to-day decisions regarding front of house operations, bookings, and marketing outputs within established guidelines, ensuring efficient and effective service delivery.

Specialist Knowledge & Skills

- Proficient in Microsoft Word and Excel, with intermediate computer skills.
- Sound knowledge of Performing Arts Centre operations, including stage configurations and venue setup.
- Knowledge of emergency evacuation procedures, with required certification.
- Understanding of Council safety requirements and ability to apply them effectively.
- Experience with ticketing and event management systems (e.g., Trybooking, Function Tracker).
- Competent in Point of Sale (POS) systems for front of house and bar operations.

Management Skills

- Strong time management skills, able to prioritise and plan work efficiently.
- Capable of working independently with minimal supervision.
- Flexible and adaptable during peak periods, ensuring accurate recording of hours and duties.
- Skilled in inventory management, maintaining stock levels, and ensuring operational readiness.

Interpersonal Skills

- Strong oral and written communication skills.
- Excellent customer service skills, with the ability to engage positively with staff, patrons, and external stakeholders.
- Able to work collaboratively as part of a team in a dynamic and changing environment.
- The ability to liaise with Council's Media Team, promoters, and external partners to ensure accuracy and consistency of marketing materials.

Qualifications & Experience

- Competent in the use of fire equipment and emergency evacuation procedures (or willing to learn).



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- Level 2 First Aid Certificate (is required for the role but can be obtained if successful).
- Proven experience handling cash, credit payments, POS transactions, and daily reconciliations.
- Experience preparing and processing invoices.
- Experience supporting marketing activities, including content scheduling, digital publishing, and preparation of promotional collateral.
- Familiarity with digital publishing tools such as Canva, Mailchimp, or social media scheduling platforms is advantageous.
- Experience working in arts, events, or customer service environments (desirable).

Position Approval

	Signed	Date
Acknowledged by Employee		
Approved by the HR Business Partner		
Approved by the Chief Executive Officer		