Venues Booking Supervisor

Classification	Senior Staff Grade 5	**Position Code**	TBC
Department	Glen Eira Leisure (GEL)	**Directorate**	Sustainability, Assets and Leisure
Approved FTE	0.8	**Date Reviewed**	September 2026
Location	Glen Eira Sports and Aquatic Centre (GESAC), Carnegie Memorial Swimming Pool (CMSP), Caulfield Recreation Centre (CRC) and Duncan Mackinnon Reserve. The role may also be required to work from other Council facilities or offices from time to time.		
Reports to	Venues and Partnership Team Leader		
Direct Reports	N/A		

About the Role

The Venues Booking Supervisor is responsible for supporting the administration of venue hire bookings across Glen Eira Leisure facilities, including aquatic, fitness, recreation and community spaces. The role serves as the primary point of contact for venue hire enquiries, providing professional and timely advice to community groups, sporting clubs, schools, businesses and commercial hirers seeking to access Glen Eira Leisure venues.

The position manages the end-to-end booking process, including responding to enquiries, assessing venue suitability, processing bookings, preparing hire agreements and permits, coordinating operational requirements, and maintaining accurate booking records. The Venues Booking Supervisor works closely with internal teams to ensure venue bookings are delivered safely, efficiently and in accordance with organisational policies, procedures and operational requirements.

As a key customer-facing role, the Venues Booking Supervisor is responsible for delivering exceptional customer service, building positive stakeholder relationships, and supporting the effective utilisation of Glen Eira Leisure facilities. The role contributes to maximising venue occupancy, increasing community participation, and ensuring customers have a positive and seamless experience from initial enquiry through to event completion.

Key Responsibilities

- Administer the venue bookings across Glen Eira Leisure managed facilities, ensuring accurate scheduling and efficient use of available spaces.
- Administer the booking process for venue hire, including coordinating school carnivals, aquatic fun days, sports clubs, squad bookings, physiotherapy providers and community group hires.
- Collaborate with internal stakeholders to book and support programs and initiatives (e.g., Maternal & Child Health, internal GEL programs, community initiatives).
- Liaise with external stakeholders such as schools, physiotherapy groups, swim squads, community groups, disability and support organisations.

- Coordinate with GEL departments to ensure appropriate staff resourcing for bookings and events.
- Respond to customer feedback relating to bookings, and venue services within required timeframes.
- Ensure all venue hire, bookings and service delivery adhere to Council policies, procedures, safety standards and relevant legislation.
- Provide support for competition administration and assist the Venues Booking Officer during periods of leave, peak demand and operational requirements.
- Maintain the professional image of GEL venues by supporting a safe, welcoming and customer focused environment across all sites.
- Assist in the marketing and promotion of key programs and venue offerings.
- Contribute to the development of budgets and business plans for the Venues & Partnerships area.
- Monitor and review program and booking performance, identifying opportunities for improvement and enhanced customer experience.
- Complete direct service responsibilities as required relevant to the role which may include setting up and packing up of equipment in additional to relevant responsibilities to the role.
- Assist with the processing of invoicing
- Provide excellent customer service to all internal and external customers.

Other Duties

- Perform other duties as directed to support the objectives of the department and Council.

Key Selection Criteria

Skills, Knowledge and Experience

- Demonstrated experience coordinating bookings, programs or services within a leisure, recreation, sport, community or venue management environment.
- Experience providing high-quality customer service and managing enquiries, feedback and complaints.
- Strong organisational and time management skills with the ability to manage competing priorities and multiple bookings.
- Well-developed communication and interpersonal skills, with the ability to build effective relationships with a diverse range of stakeholders.
- Demonstrated ability to work collaboratively across teams while also operating independently.
- Strong problem-solving skills and the ability to make sound decisions within established procedures.
- Experience liaising with community groups, schools, sporting clubs, service providers and the general public.
- Sound administrative skills, including maintaining accurate records and managing confidential information.
- Proficiency in Microsoft Office and booking or venue management systems.
- Knowledge of workplace health and safety requirements and risk management principles.
- Commitment to service excellence, continuous improvement and organisational values.

Qualifications

- Current Provide First Aid and CPR Certificate.
- Some experience in the leisure industry or relevant qualifications/training.
- Relevant qualifications and/or some experience in leisure, recreation or sport industry.

Who you will be working with

Internal relationships	• General Manager GEL • Business Operations Manager • Business Services Manager • Access and Partnerships staff • Swim School staff • Customer Experience staff • Safety and Supervision staff • Other GEL and Council staff
External relationships	• GEL members and patrons • Schools and educational providers • Sporting clubs and community groups • Contractors and suppliers • Allied health and service providers • General community

What we are all responsible for

Code of Conduct: work in line with Councils Code of Conduct, values and follow reasonable management directions.

Health, Safety and Wellbeing: We all have a role to play to ensure we have safe workplace for yourself and your colleagues. This includes following the policies and procedures relating Councils Health and Safety, risk management and the legislation this links to.

Diversity, Equity and Inclusion: Council is committed to fostering a workplace that is inclusive, respectful, and welcoming for all. We believe every individual has the right to feel safe, valued, and supported. Equity, diversity, and inclusion are at the heart of our culture and guide how we work together. We celebrate differences and ensure that everyone has equal opportunities to succeed.

Child Safety: Council is committed to fostering a strong child safeguarding culture through the consistent application of our policies and procedures. All employees, volunteers and contractors are required to actively uphold these policies, including our Child Safeguarding Policy and Child Safeguarding Code of Conduct, to prevent, report and respond to child abuse and harm.

Sustainability: Council plays a leading role in acting on the climate emergency and raising awareness to ensure a sustainable, safe and health future for us all. We embed climate change action in everything we do.

Fraud and Corruption: Contribute to the effective protection of Council in accordance with the Council's Risk Management Framework and Policy, the Fraud and Corruption Policy and Fraud and Corruption Control System.

Local Government requirements

Accountability and Extent of Authority

- Direct responsibility for the effective coordination and administration of facility and venue bookings across Glen Eira Leisure.
- Ensure accurate scheduling and efficient use of venues in line with operational and service requirements.
- Liaise with internal and external stakeholders to support bookings, programs and events.
- Consult and report regularly to the Venues and Partnerships Team Leader to ensure alignment with goals, objectives and policies.
- Provide timely feedback, recommendations and reporting to support service delivery and

continuous improvement.
- Report and take appropriate action in the event of an emergency, safety or security issue, ensuring the Team Leader or Centre Supervisor is informed.

Judgement and Decision Making

- Assess and review bookings, programs and venue use, to ensure quality, efficiency and compliance with requirements.
- Solve routine issues in line with procedures and guidelines, applying experience and sound judgement.
- Respond appropriately to customer enquiries, feedback and complaints within required timeframes.
- Exercise judgement regarding the safety, security and conduct of patrons and stakeholders.
- Initiate or support emergency and security responses in accordance with GEL policies and procedures.

Compliance and Conditions of Employment

Conditions of employment are in accordance with Councils policies, procedures and Code of Conduct.

What applies to this role	• Reference checks • National Police Check • Valid working rights within Australia • Pre-employment Health Declaration • Employee Working with Children Check (WWCC) • Qualification check • Victorian Driver's License *(desirable)*