

## Venue Support Officer

### Position Description

<b>Directorate</b>	Community and Environmental Services	<b>Department</b>	Cultural Services
<b>Reports To</b>	Gallery Leader	<b>Direct Reports</b>	No
<b>Queensland Local Government Industry Award - State 2017 - Stream</b>	Stream A - Division 2, Section 1 - Administrative, clerical, technical, professional, community service, supervisory and managerial services	<b>Moreton Bay Regional Council Certified Agreement 2022 EBA5 Wage Level</b>	Schedule 1, Level 2

#### Position Purpose

To deliver and support exceptional visitor experiences in galleries that are aligned to Council's Cultural Services vision and strategy.

#### Key Responsibilities and Outcomes

##### Operational

- Deliver exceptional visitor service that creates memorable experiences.
- Deliver and support gallery programs and events that increase and diversify visitation.
- Support ongoing operations of the gallery to ensure it is a welcoming, safe, clean and engaging destination.
- Actively contribute to a high performing and positive team environment within the Galleries Branch and the broader Cultural Services Department.
- Contribute to the work of the wider Galleries Branch to drive visitor-focused outcomes.
- Assist in the installation and de-installation of exhibitions and collection handling, as required.

#### Our Values

Our values shape the way we behave, how we interact with each other and our customers. They underpin our decision making and are our guiding principles for how we work every day. *As a team member you will take individual accountability for demonstrating the values expectations and behaviours.*

**SERVICE**
**TEAMWORK**
**INTEGRITY**
**RESPECT**
**SUSTAINABILITY**

#### Decision Making

<i>Budget</i>	N/A
<i>Delegations</i>	Delegations under the Local Government Act 2009 and as directed and published in Council's Delegation Register

### **Knowledge & Experience**

- Strong level of knowledge and experience in customer-facing roles in cultural services environments.
- Well-developed skills and experience in delivery of programs and events in a cultural context.
- Strong level of experience in self-leadership to support quality service delivery outcomes.
- Well-developed interpersonal skills.
- Sound level of experience in the day-to-day operations of a cultural facility.
- Sound level of verbal and written communication skills.

### **Qualifications**

- Current "C" Class Driver's Licence.
- Current Responsible Service of Alcohol Certificate is desired by not essential.
- Current Confirmed Suitability for Child Related Employment from the Blue Card Services, Public Safety Business Agency (Working with Children Check).

*Note: This position description reflects a summary of the key accountabilities of the position, it is not intended to be an all-inclusive list of duties, steps and tasks. Leaders may direct team members to perform other duties at their discretion.*