

## PROGRAM LEADER CIVIC VENUES

### POSITION DESCRIPTION

Position Title	Program Leader Civic Venues
Directorate	Community Services (CS)
Department	Community and Cultural Services
Position No.	67,630.00
Classification	Level 7-8
Awards Stream	Queensland Local Government Industry (Stream A) Award - State 2017
Reports To	Manager Community and Cultural Services
Last Review Date	December 2025

### ORGANISATION SUMMARY:

OUR VISION:	Helping to energise the world. A region that feeds, powers and builds communities, now and for the future.
OUR GOAL:	To pursue long-term sustainable futures for Isaac's communities.
OUR VALUES:	Community Focus Teamwork Caring Positive Work Ethic

We're a region unique in charm and a character-growing attraction for many keen to explore the road less travelled. It's a place where traditional country qualities live on within modern, vibrant communities.

Isaac Regional Council plays a role to ensure our communities have a long sustainable life, so it continues to be a great place to raise a family and to find new or old passions.

Our public spaces are valued and activated, our communities' lifestyles and wellbeing are prioritised, and our individual and collective identities are celebrated.

We need to use new ideas in everything we do because of the fast changes happening all over the world.

This helps us deal with changes and provide the best service. As a Council, we will continue to maintain a clear and balanced vision for the future that shapes all our decisions as we feed, build and power communities.

## DEPARTMENT SUMMARY:

Civic Venues is responsible for creating value from the community facilities Council operates directly, leases to commercial operators and those it makes available to community organisations across Isaac Region. Its purpose is to drive the best long-term performance, community service and value from the Region's Isaac Events Centre, 12 Civic Venues (Halls/Centres), and portfolio of other properties including Child Care Facilities which are leased to Community organisations. The CS Noble Purpose of Building Communities through engagement, trust, innovation and value is the central driver for this Department. This means actively managing and facilitating continuous performance improvement and reporting from these facilities and develops strategies for the ongoing sustainability of an optimum portfolio of community assets.

## POSITION SUMMARY:

The Program Leader Civic Venues holds senior responsibility for both day-to-day and strategic service planning and delivery of the newly refurbished Isaac Events Centre in Moranbah, along with 12 Halls/Centres, and portfolio of properties including Child Care Facilities.

The position is responsible for leading a diverse team of hospitality and business support staff in the delivery of quality services, functions and events at Council's owned community and events centre in Moranbah, and other Civic Venues. A detailed business plan has been developed in 2024-25 for the Isaac Events Centre to guide forward service delivery, including building on our existing corporate and community event business offerings, along with attracting and developing a pipeline of new business offerings including live performances, conference and trade show activities. The position will strive for excellence in customer service outcomes, and creation of community value in service delivery.

In summary, this role is the principal officer responsible for all operational and business development functions of the centre, leading our activities to drive existing and new customers into our newly refurbished facility, providing a high-quality venue for a range of events and activities and developing a workforce that goes above and beyond to support our users and guests in the facility. Continuous improvement approaches are applied to all activities to maintain and develop service standards into the future.

One of the objectives of the Community Services Directorate is to drive a more effective and accountable culture at a fundamental level in each of the four departments. The Program Leader Civic Venues will be accountable to function in a highly collaborative way amongst its immediate and corresponding team; across the Directorate as a whole and within the community to deliver integrated outcomes advancing the CS Noble Purpose and Isaac Vision. The role must function with transparency and utmost integrity within the community and organisation and live both the corporate and CS values.

## DUTIES:

1. Oversee the strategic operations of the Isaac Events Centre, and Civic Venues, ensuring activities align with strategic goals and objectives.
2. Provide quality, engaged leadership to the team and demonstrate a strong culture of accountability.
3. Drive high levels of customer and hospitality service, ensure complaints/issues are addressed promptly and develop/implement transparent reporting frameworks that drive a continuous improvement philosophy.
4. Provide strategic and operational asset, performance and sustainability advice to the Manager Community & Culture Services and Council.
5. Plan, document and deliver assigned projects, business plans and other strategic documents in line with corporate standards and expectations.
6. Coordinate various functions, events, and projects in collaboration with the Manager Community & Cultural Services and the Community Services Directorate.

7. Deliver all aspects of events, including planning, booking, logistics, vendor coordination, venue setup, and technical support.
8. Identify projects and credible funding options for advancing Council's priorities from time to time.
9. Manage the Isaac Events Centre and Civic Venues budgets, including financial reporting, forecasting, and ensuring fiscal responsibility.
10. Serve as the primary liaison between the Centre, Isaac Regional Council, and external stakeholders to ensure alignment with regional objectives and policies.
11. Meaningfully collaborate and engage across the Department, Directorate and organisation to ensure effective and integrated outcomes, best use of resources, maximizing capacity building opportunities within both the community and organisation.
12. Establish and maintain an accountable network of relationships with key stakeholders, industry professionals, corporate clients and relevant organisations and bodies like Stage Queensland, Tourism and Events Queensland and entertainment promoters to market the Centre and attract cultural, corporate, entertainment and sporting events.
13. Coordinate with Council's Brand Media and Communications team to promote the centre's capabilities and event offerings to corporate and community customers.
14. Other functions within the incumbent's capabilities which contribute to the successful operations of the Community Services Directorate and Council as directed by Director Community Services from time to time.

## KEY COMPETENCIES:

### Essential Knowledge, Skills and Experience

1. Demonstrated engaged leadership skills with the ability to resource, supervise and lead teams; drive cultural and organisational change with a highly evolved emotional intelligence is essential.
2. Demonstrated high level of written and interpersonal, collaborative and facilitative skills with proven ability to communicate, negotiate, investigate and consult at appropriate levels within the community, government and private sectors.
3. Working knowledge of operating standards and legislative requirements for management of a licenced events venue.
4. Working knowledge of food safety standards and requirements for hospitality venues.
5. Demonstrated understanding of facility and asset maintenance planning and scheduling processes.
6. Customer service and conflict resolution skills.
7. Skills in the use of Microsoft Word/Outlook/Excel/Powerpoint, corporate systems such as Technology One and records management software is highly desirable.
8. Working knowledge of venue audio/visual technologies is desirable.
9. Local government experience is desirable, but not essential.

### Qualifications

**Mandatory** – this role requires the possession of:

1. C Class Open Australian Drivers Licence.

### Desirable

1. 'Liquor Approved Manager' (Responsible Management of a Licensed Venue and RSA Certification) or ability to obtain.
2. First Aid Certificate or ability to obtain.
3. Fire Warden's Certificate or ability to obtain.
4. Vocational or tertiary qualifications in hospitality, event management, facility management or business is desirable, but not essential.

## DELEGATED AUTHORITY AND ACCOUNTABILITY:

Delegations as detailed in Council's Delegation of Authority register.

### EXTENT OF AUTHORITY:

Position exercises a degree of autonomy and works under general direction with the freedom to act within established policies practices. The position must understand that their powers are limited to their delegated authority and know and comply with any authority and obligation that comes with their powers.

### CERTIFICATION:

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

	EMPLOYEE	DEPARTMENT MANAGER
Name		
Signature		
Date		