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| **Cluster** | Planning, Industry & Environment |
| **Agency** | Department of Planning, Industry & Environment |
| **Division/Branch/Unit** | Place, Design & Public Spaces / Botanic Gardens Greater Sydney |
| **Location** | Various |
| **Classification/Grade/Band** | Clerk Grade 3/4 |
| **Kind of Employment** | Ongoing |
| **Role Number** | 14398 |
| **ANZSCO Code** | 531111 |
| **PCAT Code** | 1119192 |
| **Date of Approval** | February 2015 (updated 13 November 2020) |
| **Agency Website** | www.rbgsyd.nsw.gov.au |

# Agency overview

Our vision is to create thriving environments, communities and economies for the people of New South Wales. We focus on some of the biggest issues facing our state. We deliver sustainable water resource and environment management, secure our energy supply, oversee our planning system, maximise community benefit from government land and property, and create the conditions for a prosperous state. We strive to be a high performing, world-class public service organisation that celebrates and reflects the full diversity of the community we serve and seeks to embed Aboriginal cultural awareness and knowledge throughout the department.

The Royal Botanic Gardens and Domain Trust is responsible for the management and stewardship of the Royal Botanic Garden Sydney, the Domain, the Australian Botanic Garden, Mount Annan and the Blue Mountains Botanic Garden, Mount Tomah. The Trust incorporates the Australian Institute of Botanical Science and one of the country’s leading international tourism businesses.

Staff working for the Trust are employees of the Department of Planning, Industry Environment (DPIE) , within the Botanic Gardens Greater Sydney (BGGS) agency – a group of world-leading staff from the fields of science, horticulture, public space activation, visitor experience, not-for-profit fundraising, digital engagement, tourism, planning, major project delivery, commercial investment, sustainable resource and asset management, events and recreation.

According to a 2018 report from Deloitte Access Economics, the Trust contributes around $140 million to the NSW economy each year, supports more than 1,100 jobs and contributes more than $180 million in social and cultural contributions annually. NSERT BGGS blurb

# Primary purpose of the role

Plan and coordinate easy venue and site hire for events, weddings, sport and activations held at the Botanic Gardens and/or the Calyx in order to provide memorable and positive connections with the Gardens, delivering quality customer services to community, industry and stakeholder groups to support the achievement of revenue targets and corporate objectives.

The role may be required to supervise the day to day operational elements of The Calyx at the discretion of the Venue Manager.

# Key accountabilities

* Respond in a timely manner to general email and phone enquiries regarding venue and site hire for Botanic Gardens venues ensuring information provided is accurate and delivered with a high level of customer service, utilising a digital booking system.
* Liaise and negotiate with clients and stakeholders regarding compliance with conditions of use and hire of venues and sites to ensure functions, events, weddings or bookings are coordinated to fulfil the needs of the stakeholders and have a minimal impact on the collections and lands.
* Support clients with logistical requirements for events and bookings, including site maps, reviewing plans, security, delivery management, traffic management, parking and event requirements during site occupation.
* Coordinate bookings and internal resources for events, activities and functions including trouble shooting and contractor liaison in accordance with policies and procedures and revenue raising requirements.
* Use a customer centric approach to develop and maintain effective relationships with clients to better understand their requirements, resolve booking clashes and keep clients informed while balancing resource requirements, operational issues, maintenance and safety concerns.
* As designated by the Venue Manager, complete administrative tasks including resourcing, weekly bond refunds, invoicing major event ticketing allocations, managing the event enquiries inbox and contribute to the development of policies, procedures and standards relating to bookings for the designated area.
* At the discretion of the Venue Manager, provide support for New Year’s Eve events across the Royal Botanic Gardens and at The Calyx.
* As designated by the Venue Manager, provide onsite operational management of local venues, such as the Calyx as required.

# Key challenges

* Managing a large number of simultaneous bookings for a diverse range of clients given large, unique and open space venues and sites.
* Maintaining current knowledge of Botanic Gardens policies and practices, relevant legislation, regulations and standards to enable effective coordination of events at BG venues.

# Key relationships

|  |  |
| --- | --- |
| **Who** | **Why** |
| **Internal** |  |
| Venue Manager | * Escalate issues, keep informed, advice and receive instructions. |
| Head of Events and Venues | * Escalate issues, keep informed, advice and receive instructions. |
| Key BGCP staff | * Liaise on customer requirements, maintenance, and to resolve issues. * Ensure appropriate support services are provided. |
| **External** |  |
| Clients, Partners and Stakeholders | * Maintain working relationships, exchange information and respond to enquiries. * Communication and information about the range of services available. |
| Service providers | * Respond to enquiries on conditions of use, policies and procedures at BGCP venues and sites. |

# Role dimensions

## Decision making

This role works with a degree of independence with established frameworks and is accountable for the delivery of work assignments, as directed by the Manager to prescribed time and quality parameters. The role has the freedom to decide how best to meet the needs of customers when taking bookings within the policy framework established by BG.

## Reporting line

This role reports directly to the Venue Manager or a designated Head of Events and Venues as assigned from time to time.

**Direct reports**

Nil

**Budget/Expenditure**

Nil

# Key knowledge and experience

* Experience in managing bookings for outdoor venues, parks and leisure facilities using a computerised booking management system.

# Essential requirements

* Ability to work outside of normal working hours and on weekends if required.
* Current drivers’ licence.

# Capabilities for the role

The [NSW public sector capability framework](https://www.psc.nsw.gov.au/workforce-management/capability-framework/the-capability-framework) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into **focus capabilities** and **complementary capabilities**.

# Focus capabilities

*Focus capabilities* are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

| FOCUS CAPABILITIES | | | | |
| --- | --- | --- | --- | --- |
| **Capability group/sets** | **Capability name** |  | **Behavioural indicators** | **Level** |
|  | **Manage Self**  Show drive and motivation, an ability to self-reflect and a commitment to learning | | Adapt existing skills to new situations  Show commitment to achieving work goals  Show awareness of own strengths and areas for growth, and develop and apply new skills  Seek feedback from colleagues and stakeholders  Stay motivated when tasks become difficult | Intermediate |
|  | **Work Collaboratively**  Collaborate with others and value their contribution | | Build a supportive and cooperative team environment  Share information and learning across teams  Acknowledge outcomes that were achieved by effective collaboration  Engage other teams and units to share information and jointly solve issues and problems  Support others in challenging situations  Use collaboration tools, including digital technologies, to work with others | Intermediate |
|  | **Deliver Results**  Achieve results through the efficient use of resources and a commitment to quality outcomes | | Seek and apply specialist advice when required  Complete work tasks within set budgets, timeframes and standards  Take the initiative to progress and deliver own work and that of the team or unit  Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals  Identify any barriers to achieving results and resolve these where possible  Proactively change or adjust plans when needed | Intermediate |
| **Think and Solve Problems**  Think, analyse and consider the broader context to develop practical solutions | | Identify the facts and type of data needed to understand a problem or explore an opportunity  Research and analyse information to make recommendations based on relevant evidence  Identify issues that may hinder the completion of tasks and find appropriate solutions  Be willing to seek input from others and share own ideas to achieve best outcomes  Generate ideas and identify ways to improve systems and processes to meet user needs | Intermediate |
|  | **Finance**  Understand and apply financial processes to achieve value for money and minimise financial risk | | Understand basic financial terminology, policies and processes, including the difference between recurrent and capital spending  Consider financial implications and value for money in making recommendations and decisions  Understand how financial decisions impact the overall financial position  Understand and act on financial audit, reporting and compliance obligations  Display an awareness of financial risk, reputational risk and exposure, and propose solutions to address these | Intermediate |

# Complementary capabilities

*Complementary capabilities* are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as ‘not essential’ for this role are not relevant for recruitment purposes however may be relevant for future career development.

| COMPLEMENTARY CAPABILITIES | | | | | | |
| --- | --- | --- | --- | --- | --- | --- |
| **Capability group/sets** | **Capability name** | |  | **Description** | | **Level** | |
|  | Display Resilience and Courage | Be open and honest, prepared to express your views, and willing to accept and commit to change | | | Foundational | |
| Act with Integrity | Be ethical and professional, and uphold and promote the public sector values | | | Intermediate | |
| Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | | | Intermediate | |
|  | Communicate Effectively | Communicate clearly, actively listen to others, and respond with understanding and respect | | | Intermediate | |
| Commit to Customer Service | Provide customer-focused services in line with public sector and organisational objectives | | | Intermediate | |
| Influence and Negotiate | Gain consensus and commitment from others, and resolve issues and conflicts | | | Foundational | |
|  | Plan and Prioritise | Plan to achieve priority outcomes and respond flexibly to changing circumstances | | | Foundational | |
| Demonstrate Accountability | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | | | Intermediate | |
|  | Technology | Understand and use available technologies to maximise efficiencies and effectiveness | | | Intermediate | |
| Procurement and Contract Management | Understand and apply procurement processes to ensure effective purchasing and contract performance | | | Foundational | |
| Project Management | Understand and apply effective planning, coordination and control methods | | | Intermediate | |