

TEAM LEADER, ADELAIDE TOWN HALL

POSITION DESCRIPTION

Position Title:	Team Leader, Adelaide Town Hall
Responsible To:	Manager, Creative City
Council Portfolio:	City Community
Council Program:	City Culture
Classification Level:	Salaried, Level 7

Overview of Portfolio

The City Community Portfolio strives to deliver exceptional experiences for our community and customers, providing opportunities for creativity, recreation and wellbeing in a city that is safe, accessible and supportive of all our communities.

Overview of Program

The City Culture Program creates brilliant experiences for all who choose to live in and enjoy our City. By activating and curating places and spaces, and providing opportunities for creativity, recreation, and wellbeing, we connect, support and inspire our diverse community, and draw more people to Adelaide to live, study, work and play.

Key Relationships / Interactions

Internal	Employees across the City Culture Program City of Adelaide (CoA) employees across all Portfolios, Programs and Corporate Teams
External	Government departments and non-government organisations Peak bodies and community organisations and stakeholders Community members and networks Cultural institutions and cultural event organisers Contracted service providers and suppliers

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Primary Purpose

As part of the City Culture Program the Team Leader, Adelaide Town Hall is responsible for managing the daily operations of the Adelaide Town Hall, including leading a dedicated team, facilitation of venue hire, procurement and contract management, overseeing facilities maintenance and ensuring a high standard of customer service.

The Team Leader, Adelaide Town Hall will develop and execute plans and strategic partnerships for business growth, cultural outcomes and community benefit, leveraging the status of the Adelaide Town Hall as an iconic heritage building and performance venue, and the cultural and civic heart of the City.

Responsibilities

The Team Leader, Adelaide Town Hall is responsible for:

- Managing and leading the business outcomes of the Adelaide Town Hall, including commercial, community and civic deliverables, and stakeholder relationships.
- Leading the Adelaide Town Hall team, ensuring effective implementation of strategic and organisational objectives.
- Managing and leading the development, implementation and review of processes and business models for the Adelaide Town Hall.
- Maintaining an overview of Adelaide Town Hall operations and drive improvement and efficiencies to achieve overall strategic objectives.
- Directly supervise the Adelaide Town Hall team to ensure efficient and effective delivery of all aspects of venue operations and stakeholder management.
- Managing and leading partnerships and relationships associated with the Adelaide Town Hall, with general direction from the Manager, Creative City ensuring effective implementation of strategic and organisational objectives.
- Developing, implementing and reviewing policies, plans, projects and programs for the Adelaide Town Hall, including integration of the City of Adelaide UNESCO City of Music designation and other opportunities that support delivery of Council's Strategic Plan and Cultural Policy.
- Preparation and presentation of information, advice and recommendations for Council and Executive Management on partnership, planning, and project development issues and services.
- Developing and managing collaborative, productive and sustainable partnerships and working relationships with internal and external stakeholders, encouraging co-creation and investment in creative enterprises and initiatives resulting in demonstrated high levels of collaboration, teamwork and engagement.
- Ensuring all aspects of the Adelaide Town Hall operations are compliant with relevant legislation and regulations.

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Workplace Health and Safety & People Leadership Responsibilities

All leaders are also responsible for;

- Complying with the Employee Behavioural Standards.
- Supporting the application of and demonstrably engaging in the CoA's Equal Employment Opportunity, cultural diversity and ethical practice policies.
- The effective leadership and management of their team and its functions, including coaching, development and management of resources, legislative requirements, and identifying and implementing continual service improvements.
- Taking reasonable care to ensure their own safety and not placing others at risk by any act or omission.
- Attending WHS training and following instructions and advice provided.
- Complying with the requirements of the CoA WHS management system.
 - > Ensuring WHS legislative compliance is maintained within the program or area of corporate responsibility.
 - > Implementing the CoA WHS management system within the program or area of corporate responsibility.
 - > Undertaking activities to achieve WHS objectives and targets.
 - > Identifying and allocating the human and financial resources to ensure a safe working environment is maintained.
 - > Scheduling all reasonable hazards for assessment and control by elimination if possible.
- Understanding the organisation's WHS and Injury Management policy and procedures and undertaking your role within these.
- Using and caring for equipment, including personal protective equipment, as instructed.
- Not intentionally or recklessly interfering with or misusing workplace equipment and supplies in a manner that could adversely affect health, safety or welfare in the workplace.

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Position Criteria

Qualifications	A tertiary qualification in facility/project management and/or hospitality, business/tourism management or related field and/or commensurate demonstrated experience in lieu of formal qualifications.	Essential
People Management	Experience in providing effective leadership which continually enhances and builds the team's capability and performance. Demonstrated ability to mentor and support employees in their professional development. Thorough working knowledge of people management practices, policies and procedures	Essential
Financial Skills & Acumen	Demonstrated ability to read and understand standard financial realities and reporting, including budgeting, profit & loss, cost benefit analysis and forecasting / projections.	Essential
Technical Knowledge & Experience	Demonstrated ability to analyse complex partnership issues, interpret impacts on business priorities and provide recommendations. Ability to understand technical and business issues. Sound knowledge of community engagement principles (and their application), concert venue hospitality and/or educational facilities management.	Essential
Project Management	Significant understanding of project management principles and practices and application of same in a business or related industry environment. Proven experience in delivering significant project outcomes for a broad portfolio of projects in an environment of balancing complex issues and competing priorities, within a similar or related business environment.	Essential
Innovation & Initiative	Proven ability to think strategically, analyse complex situations, develop creative solutions and achieve outcomes that meet agreed goals and outcomes. Positive 'can do' attitude and confidence in implementing new ideas, plans and processes.	Essential
Resource Management & Decision Making	Proven ability to effectively utilise allocated resources which includes planning, delegating and prioritising. Ability to be flexible when responding to changing priorities and demands. Demonstrated ability in making decisions within team environment which progress the project's desired outcomes.	Essential
Professional Development	A commitment to ongoing professional development and continuous learning.	Essential
Customer Commitment & Integrity	Demonstrated commitment to internal and external customers through the ability to deliver exceptional customer experiences.	Essential

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Collaboration & Communication	<p>Proven ability to build positive relationships and consult, negotiate and communicate with all levels of management and staff, government agencies, stakeholders, suppliers and the community, both verbally and in writing.</p> <p>Ability to perceive the political implications or various decision paths before acting and proven ability to integrate across inter-related programs or groups to achieve outcomes.</p> <p>Highly developed written and oral communication skills demonstrated through report writing and public presentations.</p>	Essential
Administrative Skills	<p>High degree of information technology, organisational and time management skills</p> <p>A thorough understanding of practises, procedures and outcomes required of records management</p>	Essential
Government Experience	<p>Experience working in a government environment.</p>	Desirable

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Our Values

Our values will guide us towards becoming a stronger, more effective organisation with a positive and mutually beneficial work environment for everyone.

Our Values



**ACHIEVEMENT**

**COLLABORATION**

**CUSTOMER COMMITMENT**

**INTEGRITY**

**INNOVATION**

Achievement

- Deliver what matters
- Ensure clarity of direction and unity of purpose
- Inspire excellence and strive for outstanding results



Collaboration

- Work together to build successful teams and partnerships
- Be open, inclusive, and share knowledge
- Seek, provide and act on feedback



Customer Commitment

- Know your customers and put them first
- Listen to and understand customer needs
- Be responsive, close the loop and deliver on promises



Integrity

- Own your actions, successes and mistakes
- Act with transparency, honesty and respect
- Do what you say you will do



Innovation

- Look for ways to improve and create positive change
- Think broadly and take a wider viewpoint
- Be responsive to new ideas and opportunities



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Special Conditions

- Performance will be based upon the delivery of the agreed goals recorded in your Performance Review documentation.
- Some out of hours work may be required in order to meet the requirement of the role.
- An unencumbered South Australian Drivers Licence may be required.
- A satisfactory Police Clearance may be required.
- A satisfactory Medical Clearance may be required.
- Where applicable, I have reviewed and understand the delegations associated with this position.

Physical Demands

Task	Office Workstation
Work Area	Various
Physical Demand Rating	Very Light Work

The below table summarises the physical demands of this role.

Physical Demand	O	F	C	Description	FCA Notes
Sitting		✓		Ergonomic adjustable chair	Critical Range of Motion: Shoulder to 90° flexion. Lift Capacity: Up to 2kg (ream of paper). Push / Pull Force: N/A Environmental Factors: Indoor. Carpet in most offices. Lift access in most buildings. Task Rotation: tasks are varied by the worker. Pause exercises, stretches and standing up are self-directed by the worker. Workers can alternate sides with the computer mouse. PPE: Office attire and appropriate footwear.
Standing	✓			Accessing folders, p/copier, talking to others	
Walking	✓			Meeting with others, moving between rooms	
Climbing	✓			Option to take the stairs	
Bending	✓			Reaching down to low shelves, p/copier	
Squatting	✓			Reaching down to low shelves, p/copier	
Gripping		✓		Mouse, stationery, phone	
Forward Reach	✓			Typing, using the mouse, phone usage	
Lift	✓			Light items, folders, paper and documents	
Carry	✓			Short distances within the building /office	

O = Occasional (1–33%), F = Frequent (34–66%), C = Constant (67–100%).

***This is a general statement regarding the physical requirements of the role. The inherent physical requirements are underpinned by Job Dictionaries, which can be accessed by contacting the People Team (OSCAR).**

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Agreement

This Position Description is only descriptive of the type of duties to be undertaken by you during your employment and you accept the Corporation may require you to carry out any duties which are within your skills and competence.

**** Electronic Offer**** By accepting your letter of offer electronically you are agreeing to the work profile / job description attached to your offer.