POSITION DESCRIPTION

Division: Cultural Facilities Corporation

Business Unit: Galleries, Museums and Heritage

Position Title: Venue Hire Coordinator

Position Number: 1125

Classification: ASO 4 ($84,901 - $91,501)

Location: Various

Last Reviewed: September 2026

AGENCY OVERVIEW

The Cultural Facilities Corporation (CFC) is an ACT Government statutory authority established under the *Cultural Facilities Corporation ACT (1997).*

The CFC's role is to manage, develop, present, and promote cultural activities across the ACT through a diverse portfolio of performing arts, visual arts, social history and heritage venues. It has specific management responsibilities at:

- The Canberra Theatre Centre
- Canberra Museum and Gallery including The Nolan Collection
- Lanyon Homestead
- Calthorpes House
- Mugga-Mugga Cottage
- Albert Hall

As the ACT Government's largest cultural organisation, the CFC plays a central role in connecting communities with rich artistic and cultural experiences. Through its venues and programs, the organisation brings together artists, audiences and partners to deliver engaging performances, exhibitions and events, while preserving and interpreting significant collections and heritage places.

The CFC's mission is to create and deliver diverse and memorable experiences that enliven and elevate arts, culture and heritage in the capital. It is committed to accessibility, inclusion and community connection, ensuring its activities are relevant and welcoming to a broad and diverse audience.

This work is supported by strong corporate and operational functions—including finance, marketing, people and culture, facilities management and capital works—which enable high-quality delivery, sustainable operations and continuous improvement across the organisation.

Galleries Museums and Heritage
The Galleries, Museums and Heritage (GMH) portfolio leads the curatorial, collections, exhibitions, research, and public engagement functions for Canberra Museum and Gallery (CMAG), the Nolan Collection, and the historic properties of Lanyon Homestead, Mugga-Mugga Cottage, and Calthorpes' House.

GMH is responsible for the stewardship, interpretation and presentation of significant visual arts, social history and heritage collections and places. The team develops and delivers exhibitions, programs and experiences that connect people with the ACT's cultural heritage and contemporary creative practice.

Working collaboratively across the CFC, GMH contributes to precinct-wide activity and cross-disciplinary programming, including events and activations in Civic Square and across the historic sites.

The Australian Capital Territory Public Service (ACTPS) is a values-based organisation where all employees are expected to embody the prescribed core values of respect, integrity, collaboration, and innovation, and understand, demonstrate and work within the principles and practices of Workplace Diversity and Equity, Workplace Relations and Work, Health and Safety and the ACT Public Service Code of Conduct.

POSITION OVERVIEW

The Venue Hire Coordinator plays a key role in delivering high-quality venue hire services across various hireable spaces in the venues in the Galleries, Museums, and Heritage (GMH) branch of the organisation including at Albert Hall, Canberra Museum and Gallery (CMAG), Lanyon Homestead, Mugga-Mugga Cottage and Calthorpes House.

This position is responsible for managing all administrative and client engagement aspects of venue hire, from initial enquiry and booking through to event resourcing and financial acquittal, ensuring a seamless experience for clients. The role requires strong coordination skills, attention to detail, and a warm, professional approach to client service, and works very closely with the Visitor Services team to ensuring a seamless experience for clients and visitors.

The Venue Hire Coordinator plays an important role in supporting the Cultural Facilities Corporation's commitment to child safety and wellbeing by fostering safe, inclusive and respectful environments for children and young people and ensuring programs and services are delivered in accordance with the organisation's child safety policies, procedures and practices

The position is a full-time role and is based at CMAG and Lanyon Homestead with regular travel to other sites forming part of normal duties. Occasional evening and weekend work is required to support planned functions, programs and events.

This position is full-time at 36.75 hours per week.

WHAT YOU WILL DO

Under the direction of the Assistant Director, Visitor Operations & Development and in close collaboration with the Galleries, Museums and Heritage Visitor Services team:

1. Coordinate venue hire operations across GMH sites, ensuring timely and professional responses to all enquiries and maintaining consistent service standards and procedures across all venues.

2. Oversee the full lifecycle of venue hire bookings, from initial enquiry and site access through to contract generation, service delivery and final invoicing, ensuring a coordinated and client-focused approach. Support preparation of venue hire related policies and procedures.

3. Manage bookings using Momentus Elite, ensuring accuracy and up-to-date information to support seamless event delivery. This includes issuing contracts, deposit and bond invoice requests, and liaising with CFC Finance for final invoicing and acquittals.

4. In collaboration with the Visitor Services team, support the delivery of venue hire events by coordinating equipment and venue setup, and engaging external suppliers such as AV, catering, cleaning and entertainment as required.

5. Facilitate client engagement by conducting site visits, providing venue access, and representing the CFC at public-facing events including Wedding Open Days.

6. Monitor and report on venue hire performance, including data on utilisation, visitor satisfaction and financial outcomes, to support continuous improvement and business development initiatives.

WHAT YOU REQUIRE

1. Demonstrated experience coordinating venue hire operations across multiple sites, including managing enquiries, bookings, contracts, invoicing, and related administrative processes with a strong focus on accuracy, timeliness, and client satisfaction and the effective use of venue management systems such as Momentus Elite, or the ability to quickly acquire these skills.
2. Highly developed organisational, planning and problem-solving skills, with the ability to manage concurrent bookings, competing priorities and changing operational requirements while delivering a high standard of service under pressure and with minimal supervision.
3. Excellent interpersonal and communication skills, with a warm and professional and client-focused approach to stakeholder engagement, including conducting site visits and client walkthroughs, and liaising effectively with internal teams, clients and external service providers.
4. Demonstrated ability to contribute to collaborative, cross-functional work environments to support the successful planning and delivery of venue hire activities, ensuring a seamless experience for clients, visitors and event stakeholders.
5. Demonstrated capacity to analyse, monitor and report on venue hire performance, including utilisation, visitor satisfaction, and financial outcomes, to support strategic planning, informed decision-making and continuous improvement.
6. Demonstrated commitment to ACT Public Service values, Code of Conduct, and principles of equity, diversity, and inclusion, with the ability to apply these in a complex project and operational environment.

Other Requirements or Qualifications

1. A minimum of 2 years' relevant professional experience in managing hireable venues is highly desirable. Experience working in ACT Government would be welcome but not essential.
2. Available to work weekends, evenings and public holidays when required.
3. A current driver's licence.

The ACT Public Service supports workforce diversity and is committed to creating an inclusive workplace. As part of this commitment, Aboriginal and Torres Strait Islander peoples, people with disability and those who identify as LBGTIQ are encouraged to apply.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of this role and indicates how frequently each of these requirements would be performed. Please note that Cultural Facilities Corporation is committed to providing reasonable adjustment and ensuring all individuals have equal opportunities in the workplace.

ADMINISTRATIVE	FREQUENCY
Telephone use	Frequently
General computer use	Frequently
Extensive keying/data entry	Occasionally
Graphical/analytical based	Occasionally
Sitting at a desk	Frequently
Standing for long periods	Occasionally
Designated workstation	Occasionally

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Frequently
Fixed or specified start/finish times	Frequently
Expected to work extensive hours over a significant period due to the nature of the duties	Never
Access to Accrued Days Off (ADOs)	Never
Peaks and troughs	Occasionally
Frequent overtime	Never
Rostered shift work	Never

SOCIAL DEMANDS	FREQUENCY
Work with others towards shared goals in a team environment	Frequently
Work in isolation from other staff (remote supervision)	Occasionally
Working in a call centre environment	Never
Working directly with the public	Occasionally

PHYSICAL DEMANDS	FREQUENCY
Distance walking (large buildings or inter-building transit)	Occasionally
Working outdoors	Occasionally

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Occasionally
Lifting 5 – 10kg	Occasionally
Lifting 10kg+	Occasionally
Climbing	Never
Reaching	Never

Bending/squatting	Never
Push/pull	Never
Sequential repetitive movements in a short amount of time	Occasionally

TRAVEL	**FREQUENCY**
Frequent travel – multiple work sites	Frequently
Frequent travel – driving	Occasionally
Frequent travel – interstate	Never

SPECIFIC HAZARDS	**FREQUENCY**
Working at heights	Never
Exposure to extreme temperatures	Never
Operation of heavy machinery e.g. forklift	Never
Confined spaces	Never
Excessive noise	Never
Low lighting	Never
Handling of dangerous goods/equipment	Never
Working with asbestos	Never
Potential to encounter agitated customers	Occasionally
Exposure to potentially distressing case material	Never

OTHER	**FREQUENCY**
Uniform required	Never
Personal Protective Equipment (PPE) required	Never