



**South East
Leisure**



Purpose

Creating active, connected communities.



Vision

Providing sustainable world class experiences that enhance the overall health and wellbeing of the community.

Events & Bookings Lead

Classification:	Fitness Industry Award Level 4	Status:	Part Time (30 hours per week)
Date Reviewed:	May 2025		
Department:	Operations / Administration	Reporting to:	Stadia Venue Coordinators
Approved by:	General Manager Operations - Stadiums		

About South East Leisure

South East Leisure are a leisure management company based in the City of Greater Dandenong with a vision to enhance the health and wellbeing of our community by providing sustainable world class experiences.

We, at South East Leisure pride ourselves on being driven by our values:

CARE – We care about our people, our actions, and our outcomes

OPEN – We are honest, transparent, and respectful in our actions

FUN – We work hard, we have fun and celebrate our success

SUSTAINABLE – We provide commercially and environmentally sustainable outcomes

South East Leisure manage and operate the four major leisure facilities in the Greater Dandenong area:

- Dandenong Oasis
- Noble Park Aquatic Centre
- Springers Leisure Centre
- Dandenong Stadium

We are committed to building a team full of positive, hardworking, and adaptable superstars. In return for your passion and commitment, we will:

- Provide you with flexibility in your role - We are passionate about creating a healthy work life balance
- Encourage you to contribute to our social and environmental outcomes
- We are passionate about creating a positive social impact and are always exploring ways that we can implement environmentally sustainable improvements.
- We will always value and listen to your ideas into ways we can improve our programs, services and business.



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About the role

The Events & Bookings Lead is responsible for overseeing all aspects of venue bookings and the account management of user groups across the Stadia venues to maximise utilisation. This includes managing the complete end-to-end process for bookings and events—from initial enquiry through to post-event follow-up. This role plays a vital part in ensuring the operational success and financial sustainability of Stadia venues, requiring excellent organisational, communication, and customer service skills.

Key Responsibilities and Specialist Skills

- Oversee Facility Bookings for Stadia venues and ensuring optimal utilisation
- Management of debtors for Stadia venues
- Complete Facility Bookings invoicing for Stadia venues
- Ensure strong communication with team, in particular booking requirements to ensure a high level of service
- Provides a high standard of service to all customers
- Respond effectively to customer enquiries
- Ensure strong relationships with venue clients
- Manage client accounts and ensure clients are financially current
- Receipt and processing of customer payments
- Support the marketing and promotion of campaigns and programs
- Promote a positive safety culture
- Liaise with user groups to complete bookings
- Provide service across all departments and support team as required
- Oversee incoming calls for Stadia venues
- Maintain understanding of policies and procedures
- Support setup and pack up of facility areas
- Assign tasks to the Customer Service team to ensure the team handles administrative duties.
- Processing financial transactions and end of shift reconciliation
- Oversee contractors and suppliers.
- Maintain an understanding of programs and services across all facilities
- Complete administrative tasks
- Ensure the facility is always clean and presentable
- Act as the main point of contact for escalated situations within the assigned role, which may include non-standard hours.
- Actively contribute to the team
- Other duties as required.

Qualifications and Experience

- HLTAID011 – Provide First Aid.
- HLTAID009 – Provide cardiopulmonary resuscitation. (CPR)



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- Current Working with Children Employee check
- Satisfactory National Police Check (funded by SEL)

Key Selection Criteria

- **Stakeholder engagement and relationship management:** Demonstrated ability to build and maintain effective relationships with a range of stakeholders, including clients, user groups, and internal teams.
- **Attention to detail:** Proven ability to accurately manage booking data, invoicing, and event logistics, ensuring consistency and quality across all tasks.
- **Organisation and time management:** Ability to prioritise and manage multiple tasks concurrently in a fast-paced environment, while meeting deadlines and maintaining service standards.
- **Communication skills:** Strong verbal and written communication skills, with the ability to engage confidently and professionally via phone, email, and face-to-face interactions.
- **Computer proficiency and booking platforms:** Competent in the use of Microsoft Office and digital tools, with preferred experience using venue or event booking systems.

Organisational Relationship/Context

Reports to

Venue Coordinator

Major contacts

Internal Liaisons

- Leadership team
- Internal staff team
- Events & Bookings Officers
- Customer Service Officers

External Liaisons

- Members and patrons
- Key User Groups
- User Groups

Equal Opportunity

We support the provision of a work environment that is free from harassment, discrimination and bullying and refrain from engagement in any activities that may be offensive, humiliating, uncomfortable for; or derogatory towards; other staff or the community.



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Safeguarding Children and vulnerable adults Commitment

SEL wants children and vulnerable adults to be safe, feel safe, happy, and empowered; we take all reasonable steps to ensure candidates are appropriately screened and to employ skilled staff to work with children and vulnerable adults and have zero tolerance for all forms of harm.

PHYSICAL REQUIREMENTS OF POSITION

POSITION TITLE	Events & Bookings Lead	DEPARTMENT	Operations / Administration
REPORTS TO	Venue Coordinator – Dandenong Stadium	DATE REVIEWED	May 2025

PHYSICAL REQUIREMENTS	Performed Frequently More than 2 hours per shift, or continually for 30 minutes.	Performed Sometimes Less than 2 hours per shift.	Rarely Performed Infrequent / ad-hoc
Keyboard duties	✓		
Reading tasks	✓		
Writing tasks	✓		
Sitting	✓		
Walking / Standing		✓	
Driving Car			✓
Lifting / carrying (Light) < 10kg		✓	
Lifting / carrying (Heavy) > 10kg		✓	
Pushing / pulling (Light) < 10kg		✓	
Pushing / pulling (Heavy) > 10kg		✓	
Cutting (knife work)		✓	
Bending		✓	
Kneeling / squatting		✓	
Climbing (stairs, ladders, scaffold)			✓
Exposure to hazardous substances / dangerous goods		✓	



Exposure to blood / bodily fluids / human waste		✓	
Exposure to dust / dirt		✓	
Stress – difficult customers		✓	
Stress – resolving conflict scenarios		✓	
Stress – tight deadlines		✓	
Stress – other (specify)			✓
Exposure to noise > 85dB		✓	
Exposure to wet environment (including working in pool water)			✓
Exposure to hot temperatures (up to 39°C)		✓	
Continuous concentration	✓		

MINIMUM PHYSICAL REQUIREMENTS	Yes	No
Ability to swim a minimum of 200 metres of a survival stroke		✓
Ability to team-lift a patient out of a pool during a rescue situation		✓
Ability to tow a patient for a minimum of 25 metres in a pool during a rescue situation		✓
Ability to perform Cardio Pulmonary Resuscitation (CPR) for an extended period of time	✓	
Sustained cardio-vascular training		✓

Declaration

It is essential to disclose any pre-existing illnesses, injuries, or conditions that may affect their ability to meet these physical requirements before employment or as soon as they become aware of them.