

Job Description

VENUES WEST

Position details:

Title:	Venue Operations Coordinator	Position Number:	02302
Classification:	Level 7		
Branch:	HBF Park		
Directorate:	Venue Management		
Award/Agreement:	VenuesWest General Agreement		
Reports to:	Operations Manager		
Direct Reports:	Casual Operations Staff		
Special Conditions:	Ability to work weekends and out of hours to meet event needs		

About the Organisation

Our Vision is to deliver world class sport and entertainment experiences through the effective management of our venues.

We directly support high performance sport by providing training and competition facilities, direct subsidies to sport on venue and events costs, and through the provision of high performance sport experiences for the community.

We focus on attracting world class sport and entertainment events, providing all Western Australians with the opportunity to be inspired.

About the VenuesWest Way

The VenuesWest Way guides the way we work and the way we model our behaviour.

It is our system of defining and measuring our culture and sets the expectations on how we engage, improve, support and challenge one another to be the safest and best we can be – as individuals and as a collective.

Our signature behaviours:



About the Directorate

The Venue Management Directorate is responsible for the activation of VenuesWest managed facilities through the provision of support for high performance sport and delivery of community and commercial opportunities for sport, recreation and entertainment.

About the Role

The Operations Supervisor assists the Operations Manager in the maintenance and presentation of HBF Park and in event delivery to ensure the planning, set up and delivery of events and services that are safe, compliant, achieve high quality customer experiences and optimize financial returns.

About the Responsibilities

VenuesWest is committed to the principles of Equal Employment Opportunity (EEO) and diversity in the workplace and the provision of a safe environment for our employees, customers, trainees, students and volunteers. We will perform all duties and responsibilities in a manner and behaviour consistent with EEO legislation, Occupational Safety & Health legislation, VenuesWest's Code of Conduct, the VenuesWest Way and other relevant Policies/Procedures and legislation.

Operations Coordination

- Coordinates the stadium scheduled maintenance program using the MEX system
- Coordinates stadium reactive maintenance including issuing of work orders using the MEX system and completes minor maintenance items not requiring qualified trades
- Ensures compliance with contractor access and safety requirements
- Assists and contributes to the Stadium Asset Management Plan and CAPEX program where required
- Assist with preparing annual operational budgets, authorising expenditure within approved budgets and monitoring financial performance for areas of responsibility.
- Coordinates the usage of stadium storage areas.
- Oversees the stadium Dangerous Goods and Hazardous Substances register and ensures contractors provide monthly updates
- Conducts pre and post event risk, maintenance and presentation checks and carries out or recommends rectifications as required to ensure all stadium areas are safe, operational and presented to a high standard.
- Coordinates and supervises stadium bump in and bump out to ensure licensee and VenuesWest requirements are met
- Plans, coordinates and implements a signage strategy to ensure efficient patron and stakeholder movement, including installation of both permanent and temporary event day signage, ticketing information and accreditation boards.
- Assists with planning for and implementing operational venue event requirements.
- Ensures sufficient supplies of consumables are in place for all events.

People Management

- Assists the Operations Manager with casual staff event requirements including rostering.
- Supervises casual operations staff and operations service providers in accordance with HBF Park procedures and event plans.

Venue Presentation

- Ensures facilities are presented in a clean, safe and tidy condition at all times and that public health and safety standards and OSH regulations are adhered to.

Client and Stakeholder Management

- Communicates and liaises with all operations contractors to ensure good working relationships.
- Undertakes contractor reporting and assessments as required
- Works with the HBF Park tenants and contractors to ensure good working relationships.

Emergency Control Organisation

- Undertakes Emergency Control Organisation (ECO) duties in an administrative and operational capacity in accordance with the Emergency Response Plan (ERP).

Other

- Other duties as required



About the Person

The following *essential* capabilities are to be addressed in the context of the responsibilities of the position:

1. Previous relevant experience in event operations and supervision within a sport, recreation or entertainment venue.
2. Supports shared purpose and direction by understanding the work environment; Contributes to team planning; Analyses information and identifies risks and uncertainties in procedures and tasks.
3. Monitors own progress against performance expectations; Demonstrates knowledge of new programs, products and services; Works to agreed priorities responding to changes in requirements to ensure results are achieved.
4. Builds and maintains relationships with team members, colleagues and clients; Shares information with and contributes to team discussions; Treats people with courtesy and respect; Responds to diverse experiences seeking input from others and supports a culture of quality customer service.
5. Exemplifies personal integrity and self-awareness by adhering to the VenuesWest Way and Code of Conduct; Provides accurate information; Maintains effective performance in challenging situations; Takes responsibility for completion of work and seeks self-development opportunities.
6. Communicates clearly both orally and in writing, structuring messages clearly and succinctly; Listens to differing ideas and understands issues.
7. Ensures roles and responsibilities are clearly communicated to establish clear performance standards and deadlines; Recognises and develops potential in team members and provides constructive feedback; Promotes change processes and communicates change initiatives across the team/unit.

Qualifications / Certifications

Essential:

- WA Construction Industry White Card (Work Safely in the Construction Industry); or capacity to complete within 1 month of commencement
- Work Safely At Heights (RIIWH204D); or capacity to complete within 3 months of commencement
- Provide First Aid Certificate (HLTAID003 or equivalent) and Provide CPR (HLTAID001 or equivalent) or capacity to complete within three months of commencement

The following qualifications are essential to undertake the duties of the Chief Warden as part of the Emergency Control Organization and training will be arranged by VenuesWest as soon as possible upon commencement in the position. Please note that employees who do not hold these qualifications cannot undertake the responsibilities of the Chief Warden.


- Confine Small Workplace Emergencies (PAUWER008B)
- Lead an Emergency Control Organisation (PUAWER006B)
- Operate as Part of an Emergency Control Organisation (PUAWER005B)

Employment Conditions and Eligibility

Appointment to this position is conditional upon:

- providing appropriate evidence of the 'Right to Work' in Australia
- providing a National Police Clearance Certificate (dated within 3 months from the date of application for the position) from a recognised service provider as determined by VenuesWest

Important note: The key requirements and attributes detailed above are based on the following core capabilities prescribed in the VenuesWest Job Capability Framework:

- Shapes and manages strategy
 - Achieves results
 - Builds productive relationships
 - Exemplifies personal integrity and self-awareness
 - Communicates and influences effectively
 - Manages people
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Additional information can be obtained by contacting Human Resources on (08) 9441 8362.

Certification:

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.		
Shane Harris General Manager HBF Park		Date Approved:
As occupant of the position I have noted the statement of duties, responsibilities and other requirements as detailed in this document.		
Employee Name:		Date Appointed:/...../.....
Signature:		Date Signed:/...../.....

