

Job Description

VENUES WEST

Position details:

Title:	Administration Officer	Position Number:	05508
Classification:	Level 2		
Branch:	Commercial		
Directorate:	Venue Management		
Award/Agreement:	Public Sector CSA Agreement and GOSAC Award 1989		
Reports to:	Catering Manager		
Direct Reports:	Nil		
Special Conditions:	Flexibility to work outside core hours during events/functions if required		

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's self-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

This role provides administration support to assist the catering team in delivering safe and high quality customer experiences, optimal venue usage and maximisation of 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.

Administration

- Assists the Catering Manager as directed and required in the organisation and management of the Catering team.
- Provides administrative support to the team to contribute to an efficient operating environment.
- Coordinates the process of accounts payable through the use of the Finance Information System and assists the Catering Manager in tracking all expense lines for catering cost centres.
- Coordinates the financial administration of the stock management system.
- Coordinates the administration of event expenses and reports
- Completes credit card acquittals for all team purchase cards.
- Assists in the administration of month end financial process and expense transfers
- Organises meetings and prepares records and distributes meeting agendas and minutes accordingly.
- Prepares timesheets, rosters and schedules as instructed by Catering Manager, Catering Operations Manager and Supervisors.
- Prepares and assists in payroll processing for Agency, casual and VenuesWest staff as required per period.
- Prepares summations of revenues and expenses as directed by Catering Manager to assist in business analysis.
- Assists in the recruitment, administration and onboarding of new casual staff.
- Assists in the coordination of the casual staffing requirements for functions and events.
- Administers new supplier creation in the financial management system.
- Maintains administrative records and complete data entry.
- Prepares and distributes periodical and ad hoc reports.
- Assists with distributing VenuesWest communications to staff.
- Greets and directs guests, customers and staff and provides information services to clients.
- Registers incoming and outgoing correspondence for the catering team.
- Answers and directs phone calls.
- Coordinates stationary and uniform ordering, stocks and distribution.
- Supports the sales team as required.
- Provides operational assistance as required to catering teams to ensure delivery of functions and events.

Workplace Safety and Health

- Reads and understands all emergency plans and safety and health procedures, follows safe work instructions, undertakes emergency management and safety related training and assumes responsibilities as required or directed.
- Administers HACCP food safety requirements

Other

- Undertakes other relevant 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 demonstrated experience in providing administrative support in a food and beverage operation.
2. Supports shared purpose by understanding organisational objectives and how they are relevant to the role.
3. Organises work to reflect changes in priority; Maintains accurate records and files; Sees tasks through to successful completion.
4. Builds and maintains relationships by keeping clients informed; Manages progress and provides prompt and courteous service; Responds to diverse experiences and understands the importance of customer service.
5. Exemplifies personal integrity and self-awareness by adhering to the VenuesWest Way and Code of Conduct; Provides accurate information; Stays calm under pressure and ensures work is finalised.
6. Communicates clearly; Listens to, understands and adapts communication styles to the audience.

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

1. Working knowledge of food and beverage products and services
2. Previous exposure to retail, event and functions operations.
3. Previous experience in the administration of electronic bookings systems.

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

Additional information can be obtained by contacting People and Culture 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.		
Doug Hamilton General Manager, Commercial		Date Approved: 24/05/2023
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:/...../.....