

VENUE SUPPORT OFFICER

(POSITION #02206)

VENUES WEST

AWARD CLASSIFICATION	GOSAC, Level 2	ANZSCO	531111
DIRECTORATE	Venue Management	BRANCH	HBF Park
LINE MANAGER	General Manager HBF Park	DIRECT REPORTS	N/A
SPECIAL CONDITIONS	N/A		

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

The Venue Support Officer provides administrative support for the HBF Park team, ensuring quality customer service experiences and contributing to maximising operational efficiency.

ROLE RESPONSIBILITIES

VenuesWest is committed to Equal Employment Opportunity (EEO) and diversity in the workplace and providing a safe and inclusive environment for workers and patrons. We will perform all duties and responsibilities in a manner and behaviour consistent with EEO and Work Health & Safety legislation, VenuesWest's Code of Conduct, the VenuesWest Way and other relevant Policies/Procedures and legislation.

ADMINISTRATION

- Provides a reception service for HBF Park customers during operational hours.
- Controls and monitors entry into the venue on non-event periods.
- Coordinates Stadium key register and key allocations to authorised staff/contractors.
- Provides administrative support to Event Manager & Operations Manager.
- Provides general administration support as required including, general office administration and associated tasks such as:
 - Coordinates Stakeholder and weekly team meetings, creating and distributing agendas, taking minutes, and following up action items
 - Assists with completing monthly reports including user statistics, and event highlights
 - Registers all customer complaints in Salesforce
 - Provides support to the Administration & Finance Officer to coordinate the coding and processing of invoices for accounts payable, creating purchase orders and other financial admin support as required
 - Manages lost property
- Maintains the HBF Park Risk Management Register, including updating items from the annual review and the Events, Functions & General Risk Management Plans.
- Maintains the HBF Park Emergency Management documentation, including updates from the annual review and the Emergency Management Plan.
- Administers the HBF Park Building Condition Audit (BCA) schedule including creating templates, collating information, and generating action items.

EVENT SUPPORT

- Coordinates pre/post event meetings including follow up with staff and actioning of items.

- Assists with key event communications including event briefings and Venue Event Plan meetings.
- Administers and supports event management software systems (using Ungerboeck and Monday systems).
- Coordinates the preparation and distribution of key event day documentation for stakeholders and Licensees.
- Assists with the preparation and allocation of event day radios and VenuesWest casual staff event day folders.
- Coordinates dry cleaning of uniforms with the supplier, as required

CONTRACTOR MANAGEMENT

- Sends induction keys to contractors to access Rapid Global
- Ensures contractors sign in and out of the VenuesWest's Contractor Management Software (Rapid Global)
- Completes relevant checks in Rapid Global as required including:
 - Ensuring contractors have provided valid insurances and individual licenses for their workers (as required for the nature of the work or event being undertaken).

WORKPLACE SAFETY AND HEALTH

- I take care to protect my own safety and health at work, and that of others by co-operating with all VenuesWest policies and procedures and complying with all applicable work health and safety laws.
- Performs duties of Area Warden or Chief Warden in emergency or crisis situations.

OTHER

- Other related duties, as directed.

ROLE REQUIREMENTS

The following capabilities are to be addressed in context of the responsibilities of the role.

ESSENTIAL

1. Previous experience providing administrative support using MS Suite and databases.
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 with a high level of attention to detail; Sees tasks through to successful completion.
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 both internally and externally.
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 completed.
6. Communicates clearly both orally and in writing; Listens to, understands and adapts communication styles to the audience.

DESIRABLE

1. Previous experience in an event administration role in an entertainment or sporting environment including knowledge of sports, competitions and equipment requirements.
2. Previous experience in high volume customer service delivery
3. Basic financial experience to assist with processing and reports.

QUALIFICATIONS / CERTIFICATIONS

ESSENTIAL

- WA Construction Industry White Card (Work Safely in the Construction Industry); or capacity to complete within 1 month of commencement

- Provide First Aid Certificate (HLTAID003 or equivalent) and Provide CPR (HLTAID001 or equivalent); (or capacity to complete within 3 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)

ABOUT THE VENUESWEST WAY

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



We champion dreams



We deliver safely



Together we win



We act like owners



We celebrate success

POSITION CONDITIONS AND ELIGIBILITY

Appointment to this position is conditional upon:

- Providing evidence of 'Right to Work' in Australia
- Providing evidence of a National Police Clearance (dated within 12 months)

CERTIFICATION

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

Brendon Ellmer
General Manager HBF
Park

Date JDF Approved

8 September 2025