

EVENT MANAGER

(POSITION #06102)

VENUES WEST

AWARD CLASSIFICATION	VWGA, Level 10	ANZSCO	149311
DIRECTORATE	Venue Management	BRANCH	Sports & Events
LINE MANAGER	General Manager Sports & Events	DIRECT REPORTS	
SPECIAL CONDITIONS	Ability to work weekends and out of hours to meet event needs. Ability to work across venues as required.		

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 Event Manager is responsible for the planning, delivery and review of Front of House (FOH) and associated FOH services for commercial and non-commercial events at VenuesWest self-managed venues ensuring safe and quality customer experiences whilst optimising venue usage and maximising financial returns.

The role also contributes to forward event planning and operational readiness for major new opportunities, including anchor tenants at HBF Park and potential new VenuesWest venues, ensuring VenuesWest is strategically positioned to deliver safe, commercially successful and innovative event experiences.

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.

MANAGEMENT AND SUPERVISION

- Contributes to the formulation of the Venue Management directorates direction, business plan, policies and strategies which delivers continuous improvement to ensure the successful delivery of VenuesWest services.
- Works collaboratively with GM Sports and Events, and other General Managers as required, to drive and deliver quality events.
- Establishes and maintains professional relationships with key stakeholders to ensure the event delivery and compliance needs are met.
- Prepares event budgets and cost estimates for proposed events, authorises expenditure within approved budgets, provides final event settlements and monitors and reports financial performance.
- Manages budgets for major events.
- Provides effective leadership to ensure the Event Delivery team models the behaviours of the VenuesWest Way.
- Undertakes the VenuesWest Performance Development Planning process for the Event Management team ensures employees are continually developed and recognised.
- Manages human, financial, technological and physical resources to achieve the Business Plan and Key Performance Indicators.
- Manages and monitors the recruitment, induction, training and performance of staff within the team.
- Assists with the implementation of change management strategies required to achieve corporate objectives.

- Provides forward event planning advice to the Venue Management directorate to support venue readiness for new major events and tenants.
- Leads the Event Management team to build event planning capability and flexibility, ensuring the branch is prepared to deliver both current and future event models

EVENT PLANNING, DELIVERY AND REVIEW

- Plans the FOH arrangements for staging of events including contract requirements, estimating costs, staffing, crowd control, security and door sales.
- Develops front of house plans for inclusion in the Event Information Sheets that meet all key stakeholder requirements including event pre-assessments.
- Manages major delivery lead in, ensuring documentation is current to the day and any material variations (current or foreseen) are reported to the General Manager Sports and Events, and other General Managers as required.
- Communicates event set-up requirements to the Manager Venue Delivery and ensures customer requirements are delivered.
- Manages the delivery of all FOH and liaises with Technical Operations Coordinator for BOH requirements for events.
- Develops and manages an excellent customer service culture for events.
- Implements policy, standards and operating procedures to manage the delivery of events.
- Creates and implements event specific risk management plans, informs and manages security service providers to formulate security plans for each event to ensure a safe and secure environment.
- Communicates with and manages all event service contractors to comply with their requirements under the Event Information Sheets including conducting event briefings and debriefings, acting as the liaison on event days and conducting performance reviews of service providers.
- Manages, monitors and reports on financial performance of events.
- Prepares event settlements in accordance with contractual arrangements including variations.
- Liaises with Licensees and key stakeholders to determine FOH requirements to ensure delivery of safe and successful events.
- Audits event service provision via trigger audits and generates action, rectification and acknowledgement plans for continuous improvement.
- Manages contracts and conducts performance reviews of service providers.
- Develops, implements and reviews policies and procedures for event management including emergency procedures.
- Follows up on events to evaluate quality of service and customer satisfaction.
- Provides a comprehensive post event report to ensure continual improvement.
- Leads and contributes to strategic event planning for new major hirers and formats, including Perth Bears at HBF Park and other potential new venues or locations, ensuring operational requirements are identified early and integrated into venue planning.
- Works flexibly across FOH and Back of House (BOH) planning functions to support new event models requiring non-standard configurations or infrastructure.
- Engages with hirers, promoters, and sporting codes at the pre-contract and planning stages to scope FOH and operational service requirements for new and emerging event types.
- Supports scenario planning, testing and emergency procedures for major new hirers and formats to ensure safe crowd management, optimal patron experience and commercial outcomes.
- Other related duties as directed including FOH and BOH planning, delivery and review of all event services as required.

RISK MANAGEMENT AND EMERGENCY CONTROL ORGANISATION

- Undertakes the Emergency Control Organisation (ECO) duties in an administrative and operational capacity to lead emergency coordination responsibilities in accordance with the Emergency Response Plan (ERP).
- Contributes to OHS and Emergency Management systems with active participation in OHS and Emergency Planning Committees which support/guide compliance of all events with relevant legislation, policy and guidelines.
- Undertakes risk assessments and prepares risk management and emergency management plans for events.

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.

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. Considerable experience in the management of large-scale venues and events including:
 - delivery of a high-quality customer experiences
 - knowledge of event and venue regulatory and legislative compliance requirements
 - sound working knowledge of the sports and entertainment industries
 - crowd management plan development and implementation
 - Sound practical experience overseeing event and venue specific ticketing builds
2. Demonstrated experience in planning and delivering new or large-scale events with complex operational requirements, preferably involving new tenants, venue formats, or major infrastructure overlays.
3. Understands strategic objectives, trends and factors that may influence work plans; Scans the environment to monitor work plans; Thinks laterally and is innovative in identifying and implementing improved work practices.
4. Establishes clear plans and timeframes; Evaluates performance and identifies need for change; Determines action and focuses on quality whilst seeing tasks and projects through to completion.
5. Builds and maintains relationships with stakeholders, team members and colleagues; Recognises and adapts to individual differences and diversity and takes responsibility for delivering high quality customer focused services.
6. Exemplifies personal integrity and self-awareness by adhering to the VenuesWest Way and Code of Conduct; Challenges issues constructively, committing to actions and reflecting on own behaviours.
7. Communicates and influences effectively both orally and in writing, presenting messages confidently, listening to differing ideas and presenting persuasive counter arguments in negotiations.
8. Defines and clearly communicates roles and responsibilities; Negotiates and monitors performance standards and provides regular feedback to build on strengths; Guides the team and achieves results; actively promotes and communicates change to employees.

QUALIFICATIONS / CERTIFICATIONS

ESSENTIAL

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

DESIRABLE

- Completion of course in Liquor Licensing (51544) and ability to become Approved Manager

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.

Peter Bauchop Chief Operating Officer		
Date JDF Approved	7 October 2025	