

SENIOR VENUE SUPERVISOR

(POSITION #TBD)

VENUES WEST

AWARD CLASSIFICATION	VWGA Level 7	ANZSCO	899999
DIRECTORATE	Venue Management	BRANCH	Venue Delivery
LINE MANAGER	Venue Coordinator	DIRECT REPORTS	Venue Officers Storeman Carpark Supervisor Casual Back of House Staff Casual Car Park Staff
SPECIAL CONDITIONS	Weekend and out of hours work is a requirement of this role. Position holder is required to undertake medical examinations to verify physical fitness to perform the duties of the position Location - duties may be undertaken at any VenuesWest self or co-managed venues.		

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 Senior Venue Supervisor coordinates event production and set-up requirements for VenuesWest facility bookings and ensures that presentation and maintenance of facilities for all related bookings meet the needs of clients under the direction of the Venue Coordinator.

Due to the nature of the work undertaken, this position may be exposed to traumatic events in the workplace. VenuesWest is committed to proactively ensuring the psychosocial safety and health of our workers through risk control and provision of services to support workers exposed to and impacted by traumatic events.

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.

VENUE SET UP AND PRESENTATION

- Ensures all VenuesWest 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.
- Ensures correct and timely set up and close down of any functions or bookings.
- Opens and locks up venue and ensures the security system is in place as required.
- Liaises with the Storeman to ensure venue set up related physical resources are stored correctly and meet operational requirements.
- Liaises with the Storeman to ensure that all hire equipment is documented, received and returned.
- Carries out routine and preventative maintenance and general cleaning duties as required.
- Undertakes perimeter checks; reports any damage to the Venue Coordinator and assists with the repair/rectification as required.
- Coordinates all aspects of set-up of sports specific requirements and resources.

- Welcomes clients, checks arrangements, acts as point of contact for bookings and actions all customer requests in the absence of the Venue Coordinator.
- Liaises and supervises with service providers, contractors and clients about booking requirements.
- Collates physical resource requirements for bookings.
- Hires any shortfalls or additional resources as approved by the Venue Coordinator
- Compiles the costs of all physical and human resource requirements for bookings.
- Supervises the set up and operation of all operational booking specifications (e.g. PA, Video & Lighting), ensures operational as required and provides clients with access to Wi-Fi, logins and passwords as required.
- Establishes bump in/out schedules for bookings and events and provides to the Venue Coordinator for approval.
- Liaises with the Sales Managers in relation to events for timeframes and staffing budgets.
- Coordinates and programs variable message boards and electronic signage boards as required.
- Coordinates air conditioning and lighting schedules for event spaces.
- Welcomes clients, checks arrangements, acts as point of contact for bookings and actions all customer requests in the absence of the Venue Coordinator.

EVENT SUPERVISION

- Coordinates the setup of all operational event booking specifications (e.g. PA, Video & Lighting) and ensures this is operational as required.
- Assists the Technical Operations Coordinator with determining technical requirements for events.
- Assists the Venue Coordinator with logistical support for venue requirements including parking and traffic management.
- Operates technical equipment (e.g. PA, video screens, lighting, scoring and timing equipment) as required.
- Ensures the venue is set-up as per the booking request or touring rider and advises the Technical Operations Coordinator and/or Venue Coordinator of any shortfalls.
- Controls allocation and storage of keys and uniforms for casual BOH event staff.
- Coordinates radios for casual BOH event staff and basic update of radio equipment as required.
- Assists with conducting pre and post event venue checks including maintenance and venue presentation and carries out or recommends rectifications as required to ensure all event areas are safe as required.

ADMINISTRATION AND STAFF SUPERVISION

- Books Contract Labour Hire and/or VenuesWest BOH staff for events as required using Personnel Manager and reconciles timesheets post-event including addition of financials to Reconciliation Files.
- Develops event estimate of costs and provides reconciliations for the Venue Coordinator approval.
- Develops AutoCAD drawings for event set up and parking management.
- Supervises casual event staff including traffic management, parking, maintenance, cleaning as directed by the Venue Coordinator and/or Manager Venue Delivery and Operations.
- Creates rosters as required for permanent part-time and casual staff for day-to-day operations and events.
- Reconciles employee timesheets in the rostering and time and attendance system as required for casual and permanent part-time staff to be approved by the Venue Coordinator.
- Recruits casual staff and assists on panels for permanent and fixed-term recruitment as required.
- Provides induction, job specific training and feedback to Venue Officers and casual staff.
- Supervises and directs Venue Officers and Casual staff as required for day-to-day Operations & Events and works as lead for the Venue Supervisors.
- Assists with Leave Coverage for the Venue Coordinator in temporary acting arrangements
- Liaises with and supervises third party providers such as Production Companies, Operational Suppliers & Labour Hire Companies operating on site to ensure adherence to VenuesWest safety requirements and are tracked through Rapid Global.
- Liaises with clients regarding all Back of House needs ensuring services are delivered to the highest standard for both events and day to day operations.

- Undertakes relevant responsibilities as the venue's Traffic Management (Infringement) Officer, responsible for upholding the Western Australian Sports Centre Trust Act 1986 under the subdivision of Traffic as a part of their daily duties.
- Supervises Security for day-to-day operations such as Working Alone Guards & smaller events where the Event Operations Team are not involved.
- Procures approved operational items as required and within budgetary guidelines.
- Assists in the development of and implementation of policies, standards and operating procedures.
- Assists with allocated capital expenditure as directed by Project Managers or Venue Coordinator.
- Liaises with all departments to develop appropriate plans for venue and event delivery including Catering, Cleaning, Aquatics, Facilities Management, Capital Works and Contracts Departments as required

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.
- Chief Warden - 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)
- Facilitates practical training sessions for Area Wardens for day-to-day operations and event operations for Back of House Areas
- Creation of Procedures & SWMS for Event Bumps and ensuring that all Venue Operational Staff are compliant with SWMS and Procedures.
- Facilitates the operation of the fire panel including testing, isolation and de-isolation of zones as required.
- Ensures all work undertaken by the Venue Delivery branch, and relevant contractors is undertaken in a safe manner in compliance with relevant legislation.
- Ensures that direct and indirect reports understand their obligations under the WHS Act and any relevant Policies and Procedures applicable to the work being undertaken.
- Ensures all risks, hazards and incidents are reported and control measures are actioned appropriately.

HIGH RISK WORK

**Note that High Risk activities are to be undertaken only by those employees who hold the relevant qualifications.*

Forklift

- Supports VenuesWest's delivery schedule for all departments and clients as required.
- Undertakes the duties and responsibilities of a Forklift Operator as detailed in the VenuesWest Forklifting Procedure.

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 significant relevant experience in the safe delivery of function and/or event production and supervision within a multi-purpose sport, recreation and/or entertainment venue.
2. Supports shared purpose by understanding organisational objectives, how they relate to the role and makes recommendations for improvements.
3. Organises and reschedules 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; responding to changes in client's needs, acting on constructive feedback; 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; Stays calm under pressure and ensures work is finalised.
6. Communicates clearly both orally and in writing; Listens to understands and adapts communication styles to the audience.
7. Clearly communicates roles and responsibilities to establish clear performance standards and deadlines; Recognises and develops potential in team members and provides constructive feedback; Promotes and communicates change to employees.

QUALIFICATIONS / CERTIFICATIONS

ESSENTIAL

- Current WA Drivers License (C Class minimum)
- Provide First Aid Certificate (HLTAID003 or equivalent) and Provide CPR (HLTAID001 or equivalent); or capacity to complete within 3 months of commencement.
- Work Safely at Heights (RIIWH5204D); or capacity to complete within 3 months of commencement.
- WorkSafe 'License to Perform High Risk Work' for Forklift (FL); or capacity to complete within 3 months of commencement.
- WA Construction Industry White Card (Work Safely in the Construction Industry); or capacity to complete within 1 month of commencement.
- Computer Aided Design competency (i.e. AutoCad Light or similar)
- Portable Appliance Testing (Tag & Test) and Plug Replacement - UEENEEE101A (Apply Occupational Health and Safety Regulations, Codes and Practices in the Workplace); UEENEEP021A (Attach cords and plugs to electrical equipment for connection to a single phase 230 Volt supply); and UEENEEP020A (Conduct in service testing of electrical cord connected equipment and cord assemblies); 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)

DESIRABLE

- Tertiary qualification in Live Production, Theatre & Events (technical Production) or related discipline
- WorkSafe 'License to Perform High Risk Work' for Elevated Work Platform Boom Type (WP)
- WorkSafe 'License to Perform High Risk Work' for Dogging (DG) & Rigging (RB, RI, RA)

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 X months)

CERTIFICATION

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

Graham Hush A/General Manager Venue Operations
Date JDF Approved

10 November 2025