

# DUTY PROFILES – CASUAL HBF PARK POSITIONS

VENUES WEST

Note that all casual positions at HBF Park are designated wardens and will be provided with the following training in relation to warden responsibilities:

- Lead an Emergency Control Organisation
- Operate as Part of an Emergency Control Organisation
- Control Small Workplace Emergencies

POSITION	LEVEL	GENERAL RESPONSIBILITIES	SPECIFIC AREA RESPONSIBILITIES	CAPABILITIES/REQUIREMENTS
AREA (ZONE/STAND) SUPERVISOR	Level 3 VWGA	<ul style="list-style-type: none"> <li>Maintains a comprehensive knowledge of the Venue and processes involved in running their Zone including:           <ul style="list-style-type: none"> <li>the nearest toilet, food and beverage outlets</li> <li>emergency evacuation points</li> </ul> </li> <li>Ensures outstanding customer service is provided to all patrons attending the venue</li> <li>Maintains a thorough understanding of the Ticket scanning system including how to rectify any issues that arise on the day</li> </ul> <p><b>STAFF SUPERVISION</b></p> <ul style="list-style-type: none"> <li>Provides detailed briefings to relevant FOH Staff and Security</li> <li>Supervises staff including:           <ul style="list-style-type: none"> <li>management of staff shortages</li> <li>monitors staff performance (including non-performance)</li> <li>management of staff break (where applicable) and finish times</li> <li>undertakes continuous supervision of staff to ensure they are performing their role to a high standard and not watching the event</li> </ul> </li> </ul> <p><b>DURING THE EVENT</b></p> <ul style="list-style-type: none"> <li>Communicates with Venue Control to meet all required timelines outlined in Zone Event Brief</li> <li>Forms a critical part of the Emergency Management Structure on Event Day:</li> <li>understands their role in the event of an Emergency including how to respond and how to lead their team</li> <li>ensures all Wardens in their Zone are aware of their roles and responsibility in the event of an Emergency and is confident they can carry out their assigned roles</li> <li>Manages customer complaints and issues as they arise in a timely and friendly manner</li> <li>Is proactive in looking for any potential problems/issues that may arise and report to Venue Control including (but limited to):           <ul style="list-style-type: none"> <li>lost/found children</li> <li>first aid incidents</li> <li>cleaning issues</li> <li>queueing issues or food and beverage shortages</li> <li>Manages queues for food outlets, bar outlets and toilets</li> <li>Oversees and manages the scene of any security, first aid or any other issues that arise</li> <li>Prepares for egress including breaking down CCB, Tensa barriers and tear drop banners</li> </ul> </li> </ul> <p><b>CLOSING</b></p> <ul style="list-style-type: none"> <li>Checks the zone to ensure it is clear of patrons</li> <li>Liaises with Venue Control to sign off staff</li> <li>Completes report at end of event including any issues with patrons, staff or security</li> <li>Returns all event day documentation and equipment to the Staff Hub at end of night</li> </ul>	<p>In addition to the general responsibilities listed, the following details the responsibilities for the specific areas/zones:</p> <p><b>GATE LEAD</b></p> <ul style="list-style-type: none"> <li>Attends briefings provided by Zone/Stand Supervisor</li> <li>Maintains thorough understanding of the Venue and processes involved in running the gate</li> <li>Maintains high level of understanding of Ticket scanning system and how to rectify issues that arise on the day</li> <li>Undertakes supervision of Gate scanning staff including:           <ul style="list-style-type: none"> <li>ensuring they are delivering outstanding customer service at every interaction</li> <li>tickets are being scanned in a timely manner</li> <li>patrons are not being permitted entry without a valid ticket</li> </ul> </li> <li>Manages queues to ensure they are kept under control</li> <li>Undertakes spruiking as required out front of gate</li> <li>Problem-solves scanning issues as they arise including:           <ul style="list-style-type: none"> <li>Scanners not working</li> <li>Ticketing issues</li> </ul> </li> <li>Provides the “All Clear” to the Zone/Stand Supervisor as required</li> <li>Liaises with your Zone/Stand Supervisor with any issues that arise including staffing and security issues</li> <li>Understands the role in the event of an Emergency and take direction from your Zone/Stand Supervisor</li> <li>Reports any issues throughout your shift to your Zone/Stand Supervisor so they can be included in their event day report</li> <li>Returns all event day documentation and equipment to the Staff Hub at the end of night</li> </ul> <p><b>STAFF GATE</b></p> <ul style="list-style-type: none"> <li>Maintains a comprehensive understanding of running the staff gate and who can enter through this gate</li> <li>Conducts ID checks prior to handing out accreditation</li> <li>Does not accept accreditation from anyone other than VenuesWest permanent staff</li> <li>Coordinates security staff member working on staff gate</li> <li>Manages staff entry lists and knowing who to contact when a name is not on the list           <ul style="list-style-type: none"> <li>No access is allowed to anyone not on the list without correct authorisation</li> </ul> </li> <li>Undertakes distribution of wristbands to correct staffing personnel</li> <li>Conducts bag checks of all staff bags prior to the arrival of security</li> <li>Maintains a visible presence at all times at staff gate</li> <li>Liaises with Venue Control for any issues that may arise</li> <li>Follows the direction of Zone Supervisor in the Event of an emergency</li> <li>Packs up staff gate prior to end of shift and hand over to Gate 3 supervisor</li> <li>Completes report at end of shift including any issues with patrons, staff or security</li> </ul>	<ul style="list-style-type: none"> <li>Strong communication and interpersonal skills</li> <li>Excellent troubleshooting skills</li> <li>People management skills to supervise and manage casual event staff</li> </ul>

<p><b>WORKPLACE SAFETY AND HEALTH</b></p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• Takes 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.</li> </ul> <p><b>OTHER</b></p> <ul style="list-style-type: none"> <li>• Performs other relevant duties as directed.</li> </ul>	<ul style="list-style-type: none"> <li>• Returns all event day documentation and equipment to the Staff Hub at end of shift</li> </ul> <p><b>CCTV OPERATOR</b></p> <ul style="list-style-type: none"> <li>• Maintains comprehensive knowledge of Venue Including camera locations around venue</li> <li>• Attends Master Briefing and note key focus areas for event</li> <li>• Ensures all cameras are operational on arrival</li> <li>• Monitors ingress of patrons and report any issues with gate loads to venue control</li> <li>• Observes patron movement and behaviours and report any issues to venue control</li> <li>• Actively monitor the Venue Security radio channel and respond to security incidents in conjunction with the Security Base Operator</li> <li>• Captures any incidents as requested by Venue Control including but not limited to first aid, evicted, refusal of entry and other security incidents</li> <li>• Maintains log and timings for any incidents or key timings that are relevant to the operation of the event</li> <li>• Reports attendance to Venue Comms as required</li> <li>• Follows direction of Venue Control in the event of an emergency and assist as required</li> <li>• Completes all match day paperwork accurately and return to Staff Hub at end of night</li> </ul> <p><b>EVENT DAY BACKFILL</b></p> <ul style="list-style-type: none"> <li>• Maintains comprehensive knowledge of the Venue <ul style="list-style-type: none"> <li>- Including nearest toilet, food and beverage outlets</li> <li>- Emergency evacuation points</li> <li>- Operational requirements</li> </ul> </li> <li>• Maintains thorough understanding of different roles and responsibilities <ul style="list-style-type: none"> <li>- Including Staff Gate and Reception roles</li> </ul> </li> <li>• Covers staff breaks and take on applicable responsibilities of that role</li> <li>• Commences "Venue Readiness" checklist and signing out a Master Key and North Suites key</li> <li>• Attends Master Briefing taking note of key focus areas</li> <li>• Conducts Event Briefing with Early Entry Gate Staff only</li> <li>• Notifies Venue Control of "All Clears" when applicable</li> <li>• Understands the role in the event of an Emergency and take direction from your Zone/Stand Supervisor</li> <li>• Ensures outstanding customer service is provided to all patrons attending the venue</li> <li>• Completes report at end of shift including any issues with patrons, staff or security</li> <li>• Returns all event day documentation and equipment to Staff Hub at end of shift</li> </ul> <p><b>PIER STREET CARPARK ATTENDANT</b></p> <ul style="list-style-type: none"> <li>• Maintains comprehensive knowledge of Pier Street parking role including: <ul style="list-style-type: none"> <li>- Emergency evacuation points</li> <li>- Operational requirements of the role</li> </ul> </li> <li>• Receives briefing from Venue Reception</li> <li>• Ensures all necessary lists/documents are in your folder</li> <li>• Collects cones and CCB for block off entry to Pier Street Carpark</li> <li>• Ensures outstanding customer service is provided to all patrons attending the venue</li> <li>• Keeps accurate records and ensure only those with valid parking pass or names on list are allowed entry to parking</li> <li>• Notifies Venue Control if a person is not on list including full name and company/organisation and await direction before allowing entry</li> </ul>
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<b>EVENT SUPERVISOR</b>	<b>Level 5 VWGA</b>	<ul style="list-style-type: none"> <li>Maintains comprehensive knowledge of the Venue and processes involved in running their Zone: <ul style="list-style-type: none"> <li>Including nearest toilet, food and beverage outlets</li> <li>Emergency evacuation points</li> <li>Operational requirements</li> </ul> </li> <li>Attends Master Briefing and note key focus areas for event</li> <li>Provides detailed briefing to their FOH Staff and Security</li> <li>Manages and supervise staff including staff shortages, non-performing staff and staff performance</li> <li>Ensures outstanding customer service is provided to all patrons attending the venue</li> <li>Maintains a thorough understanding of Ticket scanning system including how to rectify any issues that arise on the day</li> <li>Communicates with Venue Control to meet all required timelines outlined in Zone Event Brief</li> <li>Forms a critical part of the Emergency Management Structure on Event Day: <ul style="list-style-type: none"> <li>Understand their role in the event of an Emergency including how to respond and how to lead their team</li> <li>Ensure all Wardens in their Zone are aware of their roles and responsibility in the event of an Emergency and be confident they can carry out their assigned roles</li> </ul> </li> <li>Manages customer complaints and issues as they arise in a timely and friendly manner</li> <li>Maintains excellent troubleshooting skills</li> <li>Manages staff finish times and break times if applicable</li> <li>Is proactive in looking for any potential problems/issues that may arise and report to Venue Control: <ul style="list-style-type: none"> <li>Including lost/found children</li> <li>First aid incidents</li> <li>Cleaning issues</li> <li>Queueing issues or food and beverage shortages</li> </ul> </li> <li>Manages queues for food outlets, bar outlets and toilets</li> <li>Oversees and manages the scene of any security, first aid or any other issues that arise</li> <li>Maintains continuous supervision of staff to ensure they are performing their role to a high standard and not watching the match</li> <li>Prepares for egress including breaking down CCB, Tensa barriers and tear drop banners</li> </ul> <p>In addition to the general responsibilities listed, the following details the responsibilities for the specific areas/zones:</p> <p><b>BUMP IN CAPTAINS RUN (OUTSIDE BUSINESS HOURS)</b></p> <p>As listed above for Area Supervisor Bump In Captain's Run Business Hours plus:</p> <ul style="list-style-type: none"> <li>Undertakes Stadium lockup internal and external</li> <li>Acts as Chief Warden in the event of an emergency <ul style="list-style-type: none"> <li>Understands the role in the event of an emergency including how to respond and who to report emergency to</li> </ul> </li> <li>Packs Gator away</li> <li>Reports any issues to Operations Supervisor</li> <li>Signs off</li> <li>Leaves bump key in designated area</li> </ul> <p><b>BUMP IN MATCH DAY</b></p> <ul style="list-style-type: none"> <li>Maintains comprehensive knowledge of Venue including <ul style="list-style-type: none"> <li>Changerooms</li> <li>Back of House</li> <li>Gates</li> <li>Internal and External venue precinct</li> </ul> </li> <li>Opens up Venue including <ul style="list-style-type: none"> <li>West Stand – changerooms, media centre, players races</li> <li>Media Boxes – turn on monitors and A/C units</li> </ul> </li> <li>Assists with gate sets including <ul style="list-style-type: none"> <li>CCB</li> <li>Tensa barriers</li> </ul> </li> <li>Briefs VenuesWest/Security Staff if applicable <ul style="list-style-type: none"> <li>White Level Check staff</li> <li>Gate 3 Vehicle</li> <li>Staff Gate Supervisor</li> </ul> </li> <li>Undertakes any other jobs as directed by Operations Supervisor</li> <li>Acts as Chief Warden in the event of an emergency including how to respond and who to report emergency to</li> </ul> <p><b>MATCH DAY BUMP OUT</b></p> <ul style="list-style-type: none"> <li>Maintains comprehensive knowledge of Venue including: <ul style="list-style-type: none"> <li>Changerooms</li> <li>Back of House</li> <li>Gates</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Strong communication and interpersonal skills</li> <li>Excellent troubleshooting skills</li> <li>People management skills to supervise and manage casual event staff</li> </ul>

		<ul style="list-style-type: none"> <li>• Liaises with Venue Control to sign off staff</li> <li>• Completes report at end of event including any issues with patrons, staff or security</li> <li>• Returns all event day documentation and equipment to the Staff Hub at end of night</li> </ul> <p><b>WORKPLACE SAFETY AND HEALTH</b></p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• Takes 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.</li> </ul> <p><b>OTHER</b></p> <ul style="list-style-type: none"> <li>• Performs other relevant duties as directed.</li> </ul>	<ul style="list-style-type: none"> <li>- Internal and External venue precinct</li> <li>• Undertakes Venue Walkaround with Operations Supervisor</li> <li>• Completes and record Meter readings</li> <li>• Packs up goals including nets</li> <li>• Packs up Gate 1 including <ul style="list-style-type: none"> <li>- Equipment external of gate</li> <li>- Equipment internal of gate (no smoking tear drops, trestles and chairs)</li> <li>- Distro board in precinct</li> <li>- CCB stacked</li> <li>- Ensure grass area is packed up</li> <li>- Toilets secured</li> <li>- Gates and ticket boxes secured</li> <li>- Lights off</li> </ul> </li> <li>• Packs up Gate 3 including <ul style="list-style-type: none"> <li>- Equipment external of gate</li> <li>- Equipment internal of gate (no smoking tear drops, trestles and chairs)</li> <li>- Distro board in precinct</li> <li>- CCB stacked</li> <li>- Toilets secured</li> <li>- Gates and ticket boxes secured</li> <li>- Lights off</li> </ul> </li> <li>• Packs up Gate 4 including <ul style="list-style-type: none"> <li>- Equipment external of gate</li> <li>- Equipment internal of gate (no smoking tear drops, trestles and chairs)</li> <li>- CCB stacked</li> <li>- Toilets secured</li> <li>- Gates and ticket boxes secured</li> <li>- Lights off</li> </ul> </li> <li>• Secures Gate 3 Vehicle once broadcast trucks are off site</li> <li>• Closes and secure Gate 3 Vehicle entrance</li> <li>• Switches Gate 2 back to automatic</li> <li>• South West Super Suite including <ul style="list-style-type: none"> <li>- A/C units switched off</li> <li>- Lights off</li> <li>- Suite secured including doors to external seats</li> </ul> </li> <li>• Empties Ice Baths</li> <li>• Locks up Media boxes including <ul style="list-style-type: none"> <li>- A/C switched off</li> <li>- Monitors switched off</li> </ul> </li> <li>• Locks up Gareth Naven Room and HBF Lounge including <ul style="list-style-type: none"> <li>- External lights switched to auto</li> <li>- Lights and A/C switched off</li> <li>- Doors secured</li> </ul> </li> <li>• Locks up HBF Park Office and set alarm</li> <li>• Acts as Chief Warden in the event of an emergency including how to respond and who to report emergency to</li> </ul>	
<b>EVENT DAY RECEPTION</b>	Level 5	<ul style="list-style-type: none"> <li>• Maintains comprehensive knowledge of Venue</li> <li>• Briefs Gate 3 Vehicle and Staff Entry staff <ul style="list-style-type: none"> <li>- Including all critical match day information</li> <li>- Ensure they have all paperwork</li> <li>- Radios are on correct channel</li> </ul> </li> <li>• Briefs FOH/Security access control point at Reception entry</li> <li>• Manages the distribution of venue keys <ul style="list-style-type: none"> <li>- Ensuring all contractors sign keys out at start of shift and they are given the correct keys</li> <li>- Ensuring all keys are returned and signed back in at end of shift</li> <li>- Placing all returned keys back into secure key cabinet</li> </ul> </li> <li>• Manages the distribution of radios <ul style="list-style-type: none"> <li>- Ensuring all contractors sign radios out at start of shift</li> <li>- And checking all radios are returned in good working order at end of shift</li> </ul> </li> </ul>		<ul style="list-style-type: none"> <li>• Strong communication and interpersonal skills</li> <li>• Excellent troubleshooting skills</li> </ul>

- If spare radios are handed out ensure the number is written down on radio register and it is signed out
- Manages lost and found items as they are handed in
  - Record all found items in Found Property Register including item/location and event
  - Record all lost items in Lost Property Register including item/location, event and patrons name and contact details
- Manages the Event Day Vehicle Register including
  - Recording the name of company who keys belong to
  - Locking keys in secure key cabinet
  - Checking with Venue Control at end of event before handing keys back
- Forms a critical part of Emergency Management Structure on Event Day
  - Understand their role in the event of an emergency including how to respond and lead other staff/patrons in your area
  - Make phone calls to emergency services as directed by Venue Control
- Monitors event day runsheet ensuring you are completing all items relevant to Reception role
- Logs all issues found in White Level Checks and email them to all permanent staff and Venue Cleaners
- Prints internal and external inspection reports for Venue Cleaners
- Answers calls throughout your shift ensuring you have read your briefing notes so you can answer any enquiries regarding the game and ticket sales
- Monitors reception emails and respond as required or forward onto the relevant staff member
- Prints and laminates additional signage if needed
- Ensures outstanding Customer Service is provided to all patrons
- Deals with customer complaints and issues as they arise and record as applicable
- Receives all manual contact tracing and scan
- Completes report at end of event including any issues with patrons, staff or security
- Returns all event day documentation and equipment to the Staff Hub at end of night
- Ensures reception area is neat and tidy before signing off

**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.
- Takes 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**

- Performs other relevant duties as directed.