

DUTY PROFILES – CASUAL HBF PARK POSITIONS



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

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

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

		<ul style="list-style-type: none">- 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<ul style="list-style-type: none">- 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<ul style="list-style-type: none">- 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<ul style="list-style-type: none">- 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 <p>WORKPLACE SAFETY AND HEALTH</p> <ul style="list-style-type: none">• 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. <p>OTHER</p> <ul style="list-style-type: none">• Performs other relevant duties as directed.		
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