

EVENT MANAGER

(POSITION #TBC)

AWARD CLASSIFICATION	VWGA, Level 10	ANZSCO	149913
DIRECTORATE	RAC Arena	BRANCH	RAC Arena
LINE MANAGER	Head of Event Operations	DIRECT REPORTS	Event Operations Coordinator x 2
SPECIAL CONDITIONS	Availability to work weekends and out of hours to meet event requirements		

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

ABOUT THE ROLE

The Event Manager is responsible for the strategic and operational execution of events at RAC Arena, providing leadership across teams and stakeholders and overseeing comprehensive Front of House (FOH) and Back of House (BOH) planning, coordination and delivery of key services such as Ushering, Cloaking, Help Desk, Event Reception, Security and Traffic Management, ensuring all systems and equipment operate effectively to deliver safe, compliant and exceptional event experiences that support strong customer and financial outcomes.

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.

MANAGEMENT AND SUPERVISION

- Works collaboratively with the General Manager RAC, Head of Event Operations, and Senior Technical Manager, to drive and deliver quality events.
- Implements policies, standards and operating procedures to manage the delivery of events and services.
- Contributes to event financial management including event estimates and event settlements in accordance with Venue Event Plans including noting any variations.

- Actively contributes to the development of the RAC Arena Budget and Business Plan in line with corporate direction, policies and strategies.
- 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.
- Establishes and maintains professional relationships with key stakeholders to ensure the event delivery and compliance needs are met.
- Provides effective leadership to ensure the Event Delivery team models the behaviours of the VenuesWest Way.
- Provides forward event planning advice to support venue readiness for new major events and tenants.

EVENT PLANNING, DELIVERY AND REVIEW

- Manages the day-to-day planning, coordination and delivery of FOH and BOH operations for events and ensures the functionality and reliable operation of all associated equipment.
- Develops FOH plans for inclusion in the Event Information Sheets that meet all key stakeholder requirements including event pre-assessments.
- Communicates event set-up requirements and ensures customer requirements are delivered.
- Manages the delivery of all FOH and liaises with the Security and Carpark Manager and Senior Technical Manager on requirements for events.
- Develops and manages an excellent customer service culture for events and follows up on events to evaluate quality of service and customer satisfaction.
- 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.
- 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.
- Provides a comprehensive post event report to ensure continual improvement.
- Supports scenario planning, testing and emergency procedures for major new hirers and formats to ensure safe crowd management, optimal patron experience and commercial outcomes.
- Identify, assess and manage operational risks by providing informed advice on security, technical requirements, traffic management, emergency management and contingency planning.
- Acts as Chief Warden for events and supervises Control Room operations in conjunction with Security and Carpark Manager.

CLIENT AND STAKEHOLDER MANAGEMENT

- Liaises with key internal and external stakeholders including regulatory authorities, community groups, promoters, sporting bodies and event service providers to ensure safe and successful events.
- Monitors customer satisfaction levels, responds to feedback, and recommends improvements and implements as required.
- Liaises with production companies and media regarding event requirements.
- Acts as the primary operational point of contact for promoters, hirers and key clients, providing advice and coordination throughout the event lifecycle.

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

- Act as Chief Warden or Area Warden as required.
- 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 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
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. Inspires a sense of purpose and direction and focuses strategically by understanding the organisation's objectives, aligning operational activities accordingly and providing direction to team members regarding the importance of their work.
4. Establishes clear plans and timeframes for project implementation; Responds to change and uncertainty in a positive and flexible manner; Sees projects and programs through to successful completion whilst achieving quality outcomes.
5. Builds productive relationships internally and externally to facilitate co-operation, partnerships and working collaboratively as a team; Leverages diverse views and perspectives and promotes a culture of customer service.
6. Exemplifies personal integrity and self-awareness by adhering to the VenuesWest Way and Code of Conduct; Makes decisions for the collective good without favouritism or bias; Responds to pressure in a controlled manner and continues to move forward despite setbacks.
7. Communicates confidently, concisely and articulately both orally and in writing, approaching negotiations with a strong grasp of the key issues, striving to achieve outcomes that deliver benefit for both parties.
8. Refines roles and responsibilities and allocates workforce resources to achieve business outcomes and develop team capability; Undertakes succession planning; Provides coaching and leadership to encourage others to strive for ongoing performance improvement and continuous improvement.

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
- Venue Management Association membership & attendance at VMA conferences and/or educational courses
- Strong background in the development of Crowd Management Plans for large scale events

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)

POSITION CONDITIONS AND ELIGIBILITY

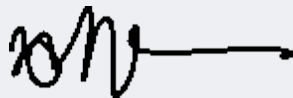
Appointment to this position is conditional upon:

- 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.

**Diane Mistic
Director Business
Support Services**



**Date JDF
Approved**

15 April 2026