

VENUE SUPERVISOR

CLRC/WAAS/SD

(POSITION #06403/06405/06322/06339)

VENUES WEST

AWARD CLASSIFICATION	VWGA, Level 6	ANZSCO	149913
DIRECTORATE	Venue Management	BRANCH	Venue Operations
LINE MANAGER	Venue Coordinator CLRC, WAAS & SD	DIRECT REPORTS	2
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 Demonstrated swimming proficiency (Champion Lakes positions only) Whilst the position is primarily located at WAAS, SD or CLRC, duties may be undertaken at 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 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.

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.
- Ensures physical resources are stored correctly and meet operational requirements.
- Schedules hire of external equipment including pick up and drop off and ensures 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.
- Assists the Venue Coordinator in liaising 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
- Assists the Venue Coordinator in compiling 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.
- 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

- Assists with coordination of all aspects of event and sport set-up including testing and operation of all booking specifications including (but not limited to) P.A., timing equipment, sporting equipment, car parking and course/track preparation.
- Assists with the coordination of event delivery lead-in (including all logistical arrangements), ensuring that all documentation is current, and any issues are reported to the Venue Coordinator.
- Operates technical equipment (e.g. PA, video screens, lighting, scoring and timing equipment, photo-finish equipment) as required.
- Ensures the venue is set-up as per the booking request and advises the 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

- Assists with the booking of Contract Labour Hire and/or VenuesWest BOH staff for events as required and reconciles timesheets post-event including addition of financials to Reconciliation Files.
- Supervises casual staff including Venue Officers, traffic management, parking, maintenance, cleaning as directed by the Venue Coordinator.
- Administers rosters as required for permanent and casual staff for day to day operations and events.
- Reconciles employee timesheets in TimeFiler as required for casual and permanent part-time staff.
- 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, casual staff and contractors as required for day to day Operations & Events.
- Liaises with clients in regard to all Back of House needs ensuring services are delivered to the highest standard for both events and day to day operations.
- Undertakes cash handling and POS activities as required, including set-up of floats and reconciliations.
- Procures approved operational items as required and within budgetary guidelines.
- Undertakes reconciliation processes for financial accountability - receives estimates, obtains formal quotes, issues Purchase Orders, and receipts goods and/or services

- 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.
- Records user and venue statistics as required.
- 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.
- Provides AutoCAD floor plans for the client, service providers and contractors including sitemaps 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
- Facilitates the operation of the fire panel including testing, isolation and de-isolation of zones as required
- Undertakes responsibilities as a COVID-19 Hygiene Officer in line with the COVID-19 Safety Plan and Operating Procedures.
- 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.

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 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.

DESIRABLE

- 1. Previous experience and/or knowledge of competitive sports including kayaking, canoeing, dragon boating and triathlons (CLRC) or cycling, roller-sports and triathlons (SpeedDome).

QUALIFICATIONS / CERTIFICATIONS

ESSENTIAL

- Provide First Aid Certificate (HLTAID003 or equivalent) and Provide CPR (HLTAID001 or equivalent); or capacity to complete within 1 month of commencement
- Work Safely at Heights (RIIWHS204D); or capacity to complete within 1 month of commencement
- WA Construction Industry Induction (White Card); or capacity to complete within 1 month of commencement.
- AMSA Marine Safety (Low Complexity Duties) - Exemption 38 2016; or capacity to complete within 2 months of commencement (CLRC positions only)

DESIRABLE

- Computer Aided Design competency (i.e. AutoCad LT or similar) (CLRC and WAAS positions only)

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)

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.

Chris Andrich
A/Chief Operating Officer

<DELEGATE SIGNATURE>

Date JDF Approved

14 April 2023