

MANAGER VENUE DELIVERY & OPERATIONS

(POSITION #06301)



AWARD CLASSIFICATION	VWGA Level 9	ANZSCO	149913
DIRECTORATE	Venue Management	BRANCH	Venue Operations
LINE MANAGER	General Manager Venue Operations	DIRECT REPORTS	Venue Coordinator x 2
SPECIAL CONDITIONS	Ability to work weekends and out of hours to meet event needs is a requirement of this role.		

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 Manager Venue Delivery & Operations manages the planning, set up, operation and delivery of VenuesWest self-managed venues to provide safe and quality customer experiences whilst optimising venue usage and maximising financial returns.

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

- Provides direction for members of the Venue Delivery & Operations team to achieve the Venue Management’s organisational objectives.
- Contributes to the formulation of the Venue Operation’s branch’s direction, policies and strategies.
- Works collaboratively to deliver continuous improvement within the Venue Operations branch to ensure the successful delivery of VenuesWest services.
- Ensures compliance of venue operations with relevant legislation, policy and guidelines.
- Establishes and maintains professional relationships with other government agencies and key stakeholders to ensure the venue delivery and compliance needs are met.
- Keeps abreast of High-Performance Sports venue requirements by maintaining positive working relationships with WAIS and other key stakeholders.
- Prepares venue operations budgets, authorises expenditure within approved budgets, monitors and reports financial performance.
- Provides effective leadership to ensure the Venue Operation’s team models the behaviours of the VenuesWest Way.
- Undertakes the VenuesWest Performance Development Planning process for the Venue Operations team ensuring team members are continually managed, developed and recognised.
- Manages human, financial, technological and physical resources to achieve the Venue Operations Business Plan and Key Performance Indicators.

- Ensures all work is carried out in accordance with Occupational Health and Safety Act.
- 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

VENUE MANAGEMENT

- Administers the management strategy for venues including compliance with regulatory and legislative requirements.
- Develops and manages an excellent customer service culture for the Venue Delivery and Operations team.
- Develops, implements and reviews policies and procedures for venue operations including emergency procedures.
- Manages and coordinates the production planning for venue operations and events including back of house requirements, technical requirements, venue set up and pull down as well as traffic management and car parking requirements.
- Liaises with the Commercial Branch to determine requirements for all bookings at Perth High Performance Centre and Arena Joondalup.
- Provides Back of House (BOH) cost estimates and reconciliations as required and within the designated timeframes.
- Negotiates and manages BOH contracts and services (e.g. BOH labour and traffic management)
- Reviews Risk Management Plans relating to BOH Operations for VenuesWest managed venues including emergency evacuation in consultation with the Public Safety and Security Manager.
- Ensures obligations arising from risk management assessments are delivered.
- Works collaboratively with the Event Manager to ensure the setup of the venues meet the requirements for the event.
- Manages the planning and delivery of venue set up requirements in accordance with event briefing notes and snapshots.
- Communicates and ensures all operations employees comply with their requirements under event briefing notes and snapshots.
- Establishes and manages event bump in and bump out plans.
- Contributes to event settlements in accordance with event briefing notes and snapshots including noting of any variations.
- Contributes to the VenuesWest Asset Improvement Plan and CAPEX program in consultation with the Manager Capital Works.
- Works collaboratively with the Capital Works Branch in the delivery of capital and minor works projects at the VenuesWest managed venues.
- Assists the Customer Service Coordinator in responding to feedback and the recommendation and implementation of improvements.
- Maintains awareness and advises on issues and trends related to venue management and associated user requirements.
- Maintains an effective storage system and ensures all Venue Operation equipment is maintained in good working condition.
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- Oversees the issuing of parking infringement notices in line with VenuesWest Parking Infringement Policy and Procedures

EMERGENCY CONTROL ORGANISATION

- 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).

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

- 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 multi-site and multi-use venues including:
 - venue presentation, venue set up, production, traffic management, parking and security
 - delivery of high quality customer experiences
 - knowledge of regulatory and legislative compliance requirements for venues and events
 - strong understanding of the sports industry and a sound working knowledge of the arts, cultural and entertainment industries.
2. Understands strategic objectives, trends and factors that may influence work plans; Scans the environment to monitor work plans; Thinks laterally and is innovative in identifying and implementing improved work practices.
3. Establishes clear plans and timeframes; Evaluates performance and identifies need for change; Determines action and focuses on quality whilst seeing tasks and projects through to completion.
4. Builds and maintains relationships with stakeholders, team members and colleagues; Recognises and adapts to individual differences and diversity and takes responsibility for delivering high quality customer focussed services.
5. Exemplifies personal integrity and self-awareness by adhering to the VenuesWest Way and Code of Conduct; Challenges issues constructively, committing to actions and reflecting on own behaviours.
6. Communicates and influences effectively both orally and in writing, presenting messages confidently, listening to differing ideas and presenting persuasive counter arguments in negotiations.
7. Defines and clearly communicates roles and responsibilities; Negotiates and monitors performance standards and provides regular feedback to build on strengths; Guides the team and achieves results; Actively promotes and communicates change to employees.
8. Financial management skills including development, monitoring and reporting of budgets and variations as well as managing expenditure within an approved budget

QUALIFICATIONS / CERTIFICATIONS

ESSENTIAL

- WA Construction Industry White Card (Work Safely in the Construction Industry); or capacity to complete within 1 month of commencement

DESIRABLE

- Tertiary qualification in Event Management or related discipline

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 3 months)

CERTIFICATION

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

Chris Andrich
General Manager Venue
Operations

Date JDF Approved

21 October 2024