

Job Description

VENUES WEST

Position details:

Title:	Personal Assistant to the Chief Operating Officer	Position Number:	05102
Classification:	Level 3		
Branch:	Venue Management Administration		
Directorate:	Venue Management		
Award/Agreement:	Public Sector CSA Agreement and GOSAC Award 1989		
Reports to:	Chief Operating Officer		
Direct Reports:	Nil		
Special Conditions:	Nil		

About the Organisation

Our Vision is to deliver world class sport and entertainment experiences through the effective management of our venues.

We directly support high performance sport by providing training and competition facilities, direct subsidies to sport on venue and events costs, and through the provision of high-performance sport experiences for the community.

We focus on attracting world class sport and entertainment events, providing all Western Australians with the opportunity to be inspired.

About the VenuesWest Way

The VenuesWest Way guides the way we work and the way we model our behaviour.

It is our system of defining and measuring our culture and sets the expectations on how we engage, improve, support and challenge one another to be the safest and best we can be – as individuals and as a collective.

Our signature behaviours:



About the Directorate

The Venue Management Directorate is responsible for the activation of VenuesWest 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 Personal Assistant provides a professional, high-level administrative and project support service to the Chief Operating Officer (COO) in order to maximise the efficiency and effectiveness of the Venue Management Directorate.

About the Responsibilities

VenuesWest is committed to the principles of Equal Employment Opportunity (EEO) and diversity in the workplace and the provision of a safe environment for our employees, customers, trainees, students and volunteers. We will perform all duties and responsibilities in a manner and behaviour consistent with EEO legislation, Occupational Safety & Health legislation, VenuesWest's Code of Conduct, the VenuesWest Way and other relevant Policies/Procedures and legislation.

Administration

- Provides a comprehensive, confidential secretarial service to the Chief Operating Officer including diary, schedule and email management.
- Receives, distributes and prepares correspondence from internal and external customers and stakeholders on behalf of the Chief Operating Officer and/or General Manager/s as required including:
 - preparing general correspondence, reports and presentations
 - drafting responses to customer or stakeholder queries and complaints
 - collecting preparing and reviewing information for, and/or reviewing Board and other executive reports
 - assisting with Ministerial and Parliamentary questions
 - coordinating Venue Management responses to monthly and quarterly reporting requirements, and requests from other departments as required (i.e. CapEx and Business Planning requirements).
- Manages the incoming calls of the Chief Operating Officer and/or General Manager/s as required including attending to enquiries.
- Coordinates all planning meetings (including but not limited to the Venues Management Leadership Team and National Rugby League Working Group) for the Venue Management Directorate including preparation and distribution of briefings, action plans, agendas and minutes.
- Liaises with key internal and external customers and stakeholders including tenants, sporting organisations, Board members and senior executives of the Minister's office and other government organisations as directed.
- Collates employee timesheets and other forms requiring signature and reviews the fortnightly payroll reports in consultation with the Chief Operating Officer and/or General Manager/s as required. Coordinates the ordering and allocation of stationery,
- Coordinates Employee Self Service, Manager Self Service and Oracle Workflow approvals on behalf of the COO; liaises with relevant General Managers for actioning.
- Coordinates the process of essential qualification reviews for the Venue Management Directorate; distributes qualifications reports and liaises with General Managers to action.
- Reviews employee excess hours reports, raises issues with the relevant General Manager for resolution.
- Reviews General Manager Purchase Order and credit card acquittals ensuring correct coding and attachments; liaises with General Managers to update and correct purchasing information; arranges COO approval for all expenditure.
- Coordinates the ticket request approval process for all self-managed venues.
- Collates information for VenuesWest suite usage; ensures hosts are aware of their responsibilities and obligations, arranges invitations in consultation with the Executive Assistant.
- Generates and reviews reports in the Learning Management System (LMS), ensures General Managers are aware of outstanding courses.
- As the data steward, coordinates resolution and amendment of quarantined data and assists in the monitoring, maintenance and data quality within Business Systems.
- Assists with the administration of the operational budget including:
 - coordination of Finance report approvals
 - collating and processing claims for employee expenses
 - collating monthly budget expenditure and variance information for reporting purposes
 - preparation and management of the 8300 cost centre budget
- Coordinates the gift declaration process for Venue Management.
- Organises travel arrangements for the COO and General Managers including the coordination of documentation; booking; preparation of travel itinerary and required collateral; and reconciliation of travel expenses
- Coordinates the preparation of the Venue Management monthly newsletter.



- Prepares information and script for COO media interviews; distributes details of talking points to the media; follows up transcripts of interviews and distributes to the Communications Manager.
- Coordinates the monthly and quarterly highlights reports; liaises with General Managers; collates, reviews and edits information; and provides to the Research and Reporting Coordinator.
- Drafts / reviews key documentation including business cases, proposals, contracts and agreements, and board reports.
- Develops, implements and maintains effective administration and records management systems and processes; including reviewing policies, procedures and manuals for continuous business improvement.
- Performs research and data collection and undertakes administrative projects.
- Performs administration duties associated with events as required.
- Coordinates internal small-scale functions.
- Coordinates meeting times; meeting invite requests and prepares agendas for Australian Rectangular Stadiums group
- Performs duties of Zone Warden and Emergency Response Team scribe in emergency or crisis situations.

Occupational 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.
- Performs the role of scribe for the Incident Response / Business Continuity Team.

Other

- Other related duties as required.

About the Person

The following **essential** capabilities are to be addressed in the context of the responsibilities of the position:

1. Significant previous experience providing administrative support to Senior Managers or Executives
 - a. Competent and comfortable working in a fast-paced environment
 - b. Ability to apply high levels of initiative and logic across a broad range of issues and items.
2. Supports shared purpose by understanding reasons for decisions and how they link to work; Identifies potential issues; Researches, analyses and makes evidence-based 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.

Employment Conditions and Eligibility

Appointment to this position is conditional upon:

- providing appropriate evidence of the 'Right to Work' in Australia
- providing a National Police Clearance Certificate (dated within 3 months from the date of application for the position) from a recognised service provider as determined by VenuesWest

Important note: The key requirements and attributes detailed above are based on the following core capabilities prescribed in the VenuesWest Job Capability Framework:


- Shapes and manages strategy
- Achieves results



- Builds productive relationships
- Exemplifies personal integrity and self-awareness
- Communicates and influences effectively
- Manages people

Additional information can be obtained by contacting People and Culture on (08) 9441 8362.

Certification:

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.		
Peter Bauchop Chief Operating Officer		Date Approved: 24/12/2019
As occupant of the position I have noted the statement of duties, responsibilities and other requirements as detailed in this document.		
Employee Name:		Date Appointed:/...../.....
Signature:		Date Signed:/...../.....

