Job Description

Position details:

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| Title: | Administration Officer | **Position Number:** | TBA |
| Classification: | Level 1 | | |
| Branch: | Commercial | | |
| Directorate: | Venue Management | | |
| Award/Agreement: | Public Sector CSA Agreement and GOSAC Award 1989 | | |
| Reports to: | General Manager Commercial | | |
| Direct Reports: | None | | |
| Special Conditions: | Position is funded under the Aboriginal and Torres Strait Islander Employment Program and is an additional resource above the approved Venue Delivery salaries budget funded by People and Culture. | | |

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:

Shape

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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 opportunities for sport, recreation and entertainment.

About the Role

The Administration Officer provides administration support for the General Manager Commercial and Commercial Sales team to maximise operational efficiency and optimise customer satisfaction.

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 administrative support to General Manager Commercial.
* Supports the Commercial Sales team by:
  + preparing general correspondence and providing general administration assistance
  + organising appointments and meetings
  + attending meetings, preparing and distributing meeting agendas and minutes
  + maintaining filing systems and archiving of records
  + generating proposals, invoices and agreements on behalf of the Commercial Sales team
  + maintaining stock levels of office stationery and event equipment
  + processing purchase orders and invoices, acquitting credit card transactions, maintaining a summary of expenditure and compiling budget reporting data
  + preparing and distributing incoming and outgoing mail/e-mail
  + maintaining administrative records and completing data entry responsibilities
  + answering and directing phone calls
  + updating website and intranet information
* As required, supports the Event Delivery team by:
  + assisting with printing and displaying of event signage
  + assisting with printing and distributing event day documentation as required such as briefing information, key registers, VenuesWest staff event day folders, zone warden kits and sign in / sign out sheets.

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.

Other

* Performs other relevant duties as required.

About the Person

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

1. Previous demonstrated experience in providing administrative support.
2. Supports shared purpose by understanding organisational objectives and how they are relevant to the role.
3. Monitors own progress against performance expectations; Maintains accurate records and files; Works to agreed priorities responding to changes in requirements to ensure results are achieved.
4. Builds and maintains relationships with team members, colleagues and clients; Manages progress and provides prompt and courteous service; Treats people with courtesy and respect; Responds to diverse experiences seeking input from others and supports a culture of quality customer service both internally and externally.
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 takes responsibility for completion of work.
6. Communicates clearly; Listens to, understands and adapts communication styles to the audience. Works collaboratively with greater team.

Qualifications / Certifications

Obtainment of the following qualifications and certifications will be considered as part of the development plan for this position:

* Responsible Service of Alcohol
* Completion of course in Liquor Licensing (51544) and ability to become Approved Manager

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:

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| --- | --- | --- |
| The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position. | | |
| Daniel Etter  A/General Manager Commercial |  | Date Approved:  06/09/2021 |
| 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:  ……../……../…….. |