

# Job Description

VENUES WEST

## Position Details

<b>Title:</b>	Venue Supervisor (Mt Claremont & HBFA)	<b>Position Number:</b>	06313/06314/06321/06323
<b>Classification:</b>	Level 5/6		
<b>Branch:</b>	Venues		
<b>Directorate:</b>	Venue Management		
<b>Award/Agreement:</b>	VenuesWest General Agreement		
<b>Reports to:</b>	Venue Coordinator Manager Venue Delivery and Operations		
<b>Direct Reports:</b>	Venue Officers Casual Operations Staff		
<b>Special Conditions:</b>	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 Whilst the position is primarily located at HBF Arena (Joondalup) or the Mount Claremont Precinct, duties may be undertaken at and VenuesWest self or co-managed venues. Transition to level 6 is subject to operational requirements; budget considerations and to the position holder: <ul style="list-style-type: none"><li>• Meeting the Level 6 capability and qualification requirements</li><li>• Undertaking additional responsibilities associated with Level 6 classification</li></ul>		

## 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

Create valued venue experiences and accelerate revenue growth across VenuesWest's facilities by operating in a highly mobile and flexible manner. Deliver and support high quality events, community activities, elite sports, general operations, catering expertise, equipment procurement, usage and maintenance, resources and facilities.

## 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.

## 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.*

### Venue Set-Up

- 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 costs of all physical and human resource requirements for bookings.
- Provides AutoCAD floor plans for internal and external clients and stakeholders, service providers and contractors including rigging plots and sitemaps.
- Oversees 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 wifi, logins and passwords as required.
- Establishes bump in/out schedules for bookings and provides to the Venue Coordinator for approval.
- Coordinates and programs variable message boards and electronic signage boards as required.
- Coordinates air conditioning and lighting schedules for event spaces.

### Event Supervision

- Oversees the setup of all operational event booking specifications (e.g. PA, Video & Lighting) and ensures this is operational as required.
- Assists the Technical Operations Coordinator with determining technical requirements for events
- Operates technical equipment (e.g. PA, video screens, lighting, scoring and timing equipment) as required.
- Ensures the venue is set-up as per the booking request or touring rider and advises the Technical Operations Coordinator of any shortfalls.
- Assists with the booking of casual BOH staff for events as required.
- 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.
- Supervises casual event staff including traffic management, parking, maintenance, cleaning as directed by the Manager Venue Delivery and Operations.
- 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.

### Venue 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.
- Liaises with the Storeman to ensure venue set up related physical resources are stored correctly and meet operational requirements.



- Liaises with the Storeman to ensure 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.

### **Administration and Staff Supervision**

- Assists the Manager Venue Delivery and Venue Coordinator with the administering of rosters as required.

Administers employee timesheets in TimeFiler as required.

Recruits casual staff and assists on panels for permanent and fixed-term recruitment as required.

Books staff and contractors for event bump in and out as required.

- Provides induction, job specific training and feedback to Venue Officers and casual staff and assists the Venue Coordinator with the on-the-job performance assessment.
- Supervises and directs Venue Officers and Casual staff as required.
- Provides ongoing job specific training and feedback for Venue Officers and Casual staff as required.
- 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.
- Assists in the development of and implementation of policies, standards and operating procedures.
- Oversees allocated capital expenditure as directed.
- Records user and venue statistics as required.

### **Safety and Emergency Control Organisation**

- This position is designated as the Chief Warden as detailed in the Emergency Response Plan (ERP) during venue operating hours.
- 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)
- Manages the operation of the fire panel including testing, isolation and de-isolation of zones as required

### **Dogging (Level 5/6)\***

- Supports VenuesWest's riggers in undertaking planned activities as described in the Event Rigging Checklist.
- Undertakes the duties and responsibilities of Dogging Operator as detailed in the VenuesWest Rigging and Dogging Procedure.

### **Rigging (Level 6)\***

- Undertakes risk assessments and signs off to ensure all work not classified as dogging or rigging (as per the Procedure) is safe.
- Undertakes the duties and responsibilities of VenuesWest's 'most qualified rigger' as per the Rigging and Dogging Procedure.

### **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 directed.

\*Note that Dogging and Rigging activities are to be undertaken only by those employees who hold the relevant qualifications.



## About the Person

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

1. Level 5

Previous relevant experience in function and/or event production and supervision within a multi-purpose sport, recreation and/or entertainment venue

Level 6

Significant demonstrated relevant experience in function and/or event production and supervision within a multi-purpose sport, recreation and/or entertainment venue including demonstrated experience in event rigging.

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.

## Qualifications / Certifications

Essential (required for both Level 5 and 6):

- Current WA Drivers Licence (C Class minimum)
- Provide First Aid Certificate (HLTAID003 or equivalent) and Provide CPR (HLTAID001 or equivalent); or capacity to complete within 3 months of commencement.
- Work Safely at Heights (RIIWHS204D); or capacity to complete within 3 months of commencement.
- WorkSafe 'License to Perform High Risk Work' for Forklift (FL); or capacity to complete within 3 months of commencement.
- WA Construction Industry White Card (Work Safely in the Construction Industry); or capacity to complete within 1 month of commencement.

Desirable (Level 5):

- WorkSafe 'License to Perform High Risk Work' for Dogging (DG); or capacity to complete within 3 months of commencement
- WorkSafe 'License to Perform High Risk Work' for Elevated Work Platform Boom Type (WP); or capacity to complete within 3 months of commencement.

Essential (Level 6):

- Computer Aided Design competency (i.e. AutoCad Light or similar)
- WorkSafe 'License to Perform High Risk Work' for Rigging Intermediate (RI)

Desirable (Level 6 only):

- Tertiary qualification in Live Production, Theatre & Events (technical Production) or related discipline



- WorkSafe 'License to Perform High Risk Work' for Rigging Advanced (RA)

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)

## 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
- satisfactory completion of required medical examinations to verify physical fitness to perform the duties of the position

**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.		
Deb Graham General Manager Venues		Date Approved: 11/09/17
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: ...../...../.....

