

Job Description

VENUES WEST

Position details:

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| Title: | Research and Reporting Coordinator | Position Number: | 04102 |
| Classification: | Level 4 | | |
| Branch: | Planning, Research and Reporting | | |
| Directorate: | Strategy and Partnerships | | |
| Award/Agreement: | Public Sector CSA Agreement and GOSAC Award 1989 | | |
| Reports to: | Manager Planning, Research and Reporting | | |
| Direct Reports: | Nil | | |
| Special Conditions: | Nil | | |

About the Organisation

Our Vision is to be Australia's leading provider of sport and entertainment venues and precincts and 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 and delivering world class sport and entertainment events for the benefit of all Western Australian's and visitors to our state..

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:



WE DELIVER
SAFELY



WE ACT LIKE
OWNERS



WE CHAMPION
DREAMS



TOGETHER
WE WIN



WE CELEBRATE
SUCCESS

About the Directorate

The Strategy and Partnerships directorate is responsible for the development and management of contracts and procurements across the VenuesWest business, building relationships with our key partners, provision

of long term planning, reforming major business processes, communications and marketing, promotion of commercial activities and positioning VenuesWest for the future.

About the Role

The Research and Reporting Coordinator coordinates the collection of data from across VenuesWest venues for reporting purposes and to monitor business performance and business plans. They also coordinate and deliver the annual Research Plan including satisfaction surveys across all venues and undertaking research to identify emerging trends and provide recommendations for improvement to a broad range of internal and external stakeholders.

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.

- Develops and analyses monthly, quarterly and annual performance measures
- Produces monthly and quarterly business performance reports
- Produces the VenuesWest Annual Report and agency KPI's.
- Monitors and reports on agency KPI's
- Maintains and delivers a consistent high level of accuracy and attention to detail across performance data and reports
- Assists with the development of performance measures and management information systems and processes
- Assists in development, review and ongoing improvement of VenuesWest's strategic and business plans and processes
- Designs, develops and maintains performance data and visualises through dashboards using software and /or systems like Power Bi.
- Undertakes research activities relevant to the business needs of VenuesWest
- Assists in the development, design and/or implementation of internal and outsourced research projects and initiatives
- Prepares reports, publications, presentation materials and updates for key stakeholders (including the VenuesWest Executive team, CEO and the Board)
- Identifies patterns, gaps and opportunities arising from analysis of the sport and entertainment industries and provides recommendations for improvement based on the research and analysis undertaken
- Builds strong relationships and effectively communicates and collaborates with internal and external stakeholders
- Coordinates the communication of performance reports and customer satisfaction surveys to internal and other external stakeholders as appropriate
- Manages and responds to internal requests for reporting, adhoc research analysis and presentation of data
- Provides administrative support as required

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

- 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. Demonstrated experience in the planning and provision of organisational reporting and research including analysing, interpreting and presenting accurate data in a way that is meaningful to stakeholders and condensing information into reports as required.
2. Supports shared purpose and direction and contributes to team planning and processes by analysing information and identifying risks and uncertainties in procedures and tasks.
3. Monitors own progress against performance expectations; Demonstrates knowledge of new programs, products and services; Works to agreed priorities responding to changes in requirements to ensure results are achieved.
4. Builds and maintains relationships with team members, colleagues and stakeholders; Shares information with and contributes to team discussions; Treats people with courtesy and respect; 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 and considers data security; Maintains effective performance in challenging situations; Takes responsibility for completion of work and seeks self-development opportunities.
6. Communicates clearly both orally and in writing, structuring messages clearly and succinctly; Listens to differing ideas and understands issues.

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

1. Good working knowledge and experience in the utilisation of analytical/research software i.e. Survey Monkey,
2. Good working knowledge of the Sport, Recreation and Entertainment industry.
3. Experience using PowerBi Desktop and publishing to PowerBi Service

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

1. Intermediate or higher Excel Certification / Skills including pivot tables, look up values, macros, statistical programming and data visualisation
2. Intermediate or higher Skills and Experience using Microsoft Office suite programs i.e. Word, PowerPoint

Qualifications / Certifications

Desirable:

Tertiary qualification in Business, Data Analysis, Statistics, Research, or an approved equivalent qualification

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. | | |
| Janis Carren Director Strategy and Partnerships |  | Date Approved: 05/09/2022 |
| 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:/...../..... |

