Job Description

Position details:

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| Title: | Administration Officer | **Position Number:** | 06302 |
| Classification: | Level 1 | | |
| Branch: | Venue Delivery | | |
| Directorate: | Venue Management | | |
| Award/Agreement: | Public Sector CSA Agreement and GOSAC Award 1989 | | |
| Reports to: | Manager Venue Delivery & Operations | | |
| 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:

Shape

Description automatically generated

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 Administration Officer provides administration support for the Venue Delivery & Operations team and Sports & Events Delivery 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.*

Customer Service

* Answers phones on behalf of the Venue Delivery & Operations teams, handles general phone enquiries and directs appropriately.
* Liaises with other departments to compile and distribute event information to all internal and external stakeholders.

Administration

* Provides adhoc administrative support to the Manager Venue Delivery and Operations and General Manager Commercial as required
* Supports the Venue Delivery & Operations 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;
  + assisting Manager Venue Delivery with end of month reporting and analysis of data to follow up any discrepancies
  + generating invoices on behalf of Operations team for external equipment hire and/or services;
  + reviewing all Venue Delivery & Operations timesheets ensuring all are coded accurately, submit and approved by manager through Timefiler system;
  + analysing payroll reports and submitting to Manager Venue Delivery and Venue Coordinators;
  + analyse overtime report and report any discrepancies to Venue Coordinators and Manager Venue Delivery;
  + reporting against rosters and timesheets processed with information gathered through payroll;
  + maintaining stock levels of office stationery and event equipment;
  + processing purchase orders and invoices on behalf of both Event & Sport Delivery and Venue Operations department, acquitting credit card transactions, maintaining a summary of expenditure and compiling budget reporting data;
  + preparing and distributing incoming and outgoing mail;
  + assist in the administration of Parking Infringements.
* 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, Cleaning Staff folders and WIFI codes.

Other

* Other duties as directed.

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. Organises work to reflect changes in priority; maintains accurate records and files and sees tasks through to successful completion.
4. Builds and maintains relationships by keeping clients informed; Manages progress and provides prompt and courteous service; Responds to diverse experiences and understands the importance of 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; Listens to, understands and adapts communication styles to the audience.

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

1. Experience assisting in the coordination or operation of major events.

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 Human Resources 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. | | |
| Chris Andrich  General Manager Venues |  | Date Approved:  08/09/2023 |
| 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:  ……../……../…….. |