

Job Description

VENUES WEST

Position details:

Title:	General Manager HBF Park	Position Number:	02101
Classification:	Level 9		
Branch:	HBF Park		
Directorate:	Venue Management		
Award/Agreement:	Public Sector CSA Agreement and GOSAC Award 1989		
Reports to:	Chief Operating Officer		
Direct Reports:	Operations Manager Event Manager Administration and Finance Officer Venue Support Officer		
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's self-managed facilities through the provision of support for high performance sport and delivery of commercial and community opportunities for sport, recreation and entertainment.

About the Role

The General Manager HBF Park provides leadership and direction in the operations and delivery of world-class events at the venue, many of which are broadcast nationally / internationally.

The role is responsible for ensuring the venue is programmed and delivered to provide safe, compliant and high-quality customer experiences whilst developing and optimising venue usage, increasing patronage and maximizing financial returns.

The role is also responsible for professional and consultative management of the relationships with National Sporting Franchises, National and International promoters, and key government agencies such as TWA.

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, Workplace Safety & Health legislation, VenuesWest's Code of Conduct, the VenuesWest Way and other relevant Policies/Procedures and legislation.

Corporate Governance

- Facilitates continuous improvement through the ongoing development, monitoring, reporting, analysis and achievement of Business Plans, budgets and KPIs, providing leadership to the Branch, responding proactively and making changes when required.
- Manages resources to deliver on the expected outcomes and outputs of VenuesWest's Accountability and Performance Framework.
- Contributes to the identification of risks and manages exposure in relation to risk, business continuity, liability and safety, and ensures all activities comply with relevant regulations, legislation and operating standards.
- Leads, directs and ensures compliance with corporate governance practices, policies, processes and standards within the Branch that improve decision making and contribute to continuous improvement and retention of corporate knowledge.

Stakeholder Management

- Develops and fosters industry, community and government communications and relationships.
- Positively manages stakeholder relationships and consults and negotiates with a range of external stakeholders including industry representatives to ensure seamless stakeholder management and optimal revenue potential.
- Represents VenuesWest in high level negotiations, discussions and consultations with complex and challenging stakeholders and customers.
- Leads the development and negotiation of license agreements that support partners to deliver high quality events and activities.
- Procures, develops, and maintains strong relationships with commercial hirers.

People Management

- Provides effective leadership aimed at facilitating high-performance of individuals and teams and ensures all employees in the Branch model the behaviors of the VenuesWest Way.
- Leads and guides the delivery of the Performance Development Planning process ensuring clear performance expectations, timely recognition of achievements and timely management of underperformance.
- Assists in the delivery of the VenuesWest Workforce & Diversity Plan, Multicultural Plan, Disability Action & Inclusion Plan and Reconciliation Action Plan.

Emergency Response and Safety Management

- Enhances the venues reputation as a safe and responsible place of gathering by ensuring all public safety obligations are met, risks are minimised and emergencies are responded to effectively.
- Abides with all safety and health policies and procedures of the department and complies with all applicable work health and safety laws
- Holds the position of Deputy Chief Warden for HBF Park for the purposes of emergency response.



- 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).

Emergency Risk and Safety Preparedness:

- Develops and maintains emergency response, risk and safety management plans and procedures.
- Ensures employees are well-prepared to respond to risk and safety issues, emergencies and disasters.
- Manages, reviews and implements non-event day emergency management procedures and oversee the incident reporting systems for both event day and non-event day incidents.
- Manages and leads the development and implementation of the Venue Security Plan and Security Risk assessments.

High-Risk Activity Management:

- Identifies and assesses high-risk activities within the workplace.
- Implements effective control measures and safety protocols for high-risk activities.
- Ensures that workers involved in high-risk tasks are appropriately trained and equipped.

PCBU Interaction:

- Collaborates with PCBUs, contractors, and external stakeholders to ensure seamless health and safety coordination.
- Reviews and assesses the health and safety practices of PCBUs working within or alongside the organisation.
- Understands the obligations and delivers the VenuesWest requirements associated with multiple PCBU's operating at events.

Compliance and Regulation:

- Remains up-to-date and ensures compliance with relevant health and safety legislation, standards, and guidelines.

Role Specific Responsibilities

- Leads and directs the operations for all HBF Park events and activities that deliver consistently excellent venue experiences, drive venue usage and deliver positive financial returns.
- Leads the delivery of entertainment and sporting events within the venue including the appropriate set up, break down, presentation and safe operations of the venue during event delivery.
- Identifies and pursues opportunities for new events that optimise venue usage, increase patronage and deliver commercial returns that benefit the expense recovery business measure.
- Manages the development of a portfolio of event activity at HBF Park.
- Maintains awareness and advises on issues and trends relevant to entertainment, sport and recreation matters, facilities and infrastructure.
- Assumes the role of Venue Manager on event day to provide advice on all event and operational matters.
- Ensures regulatory and legislative compliance of HBF Park at all times.
- Leads implementation and management of a suite of contracts for HBF Park to ensure they are cost effective and comply with appropriate policies, procedures and practices for efficient and effective contract management.
- Ensures ongoing alignment between HBF Park agreements and agreed operator deliverables, identifies areas of non-compliance, default or sub-optimal performance, takes and/or recommends corrective action to resolve non-compliance, default or sub-optimal performance.
- Identifies and manages risk including commercial, contractual, operational, financial, reputational, ethical and supply chain risks and exposure in relation to liability and safety, to minimise negative impacts on business objectives while encouraging opportunity and innovation.
- Manages risk controls assigned, ensuring all risks are reviewed and actions undertaken.

About the Person

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

1. Extensive high-level experience in delivering large scale commercial events and managing daily operations of a stadium or arena within the venue or event management industry including:



- i. High-level negotiation skills with the ability to deliver on objectives whilst achieving win / win outcomes with licensees.
 - ii. High competency in contract management of a diverse range of management and stadium service providers.
 - iii. High level financial acumen that facilitates detailed understanding of commercial terms and associated financial settlements
 - iv. In depth understanding of customer service KPI's and the various levels to be applied to positively impact results
2. Inspires a sense of purpose and direction and focusses strategically by establishing goals that link the organisational goals and the business unit's goals. Harnesses information; considers opportunities and risks and identifies innovative solutions.
 3. Achieves results by creating a flexible environment that enables people to meet changing demands and implements continuous improvement activities. Adopts a planned approach to the management of work and projects and drives a culture of achievement by ensuring ideas become actions that result in expected outputs.
 4. Builds and sustains productive relationships with a diverse range of stakeholders, facilitating cooperation and partnerships; and resolves conflicts effectively. Guides, coaches and develops people, empowering them, setting and managing performance, and giving timely recognition.
 5. Exemplifies personal integrity by adhering to and promoting the VenuesWest Way and Code of Conduct; providing impartial and forthright advice; making tough corporate decisions and standing by them. Commits to actions and displays resilience in achieving them. Demonstrates self-awareness and commits to personal development.
 6. Communicates confidently, clearly and accurately both orally and in writing, listening to, understanding and adapting their style to their audience. Negotiates persuasively, addresses disagreements and ensures negotiations remain on track.
 7. Guides, coaches and develops people. Ensures performance management frameworks are in place; Drives executive capability development and succession management; Engages in strategic workforce planning and alignment of the workforce with organisational goals and leads continuous improvement.

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

1. Previous experience managing aquatic operations.

Qualifications / Certifications

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)

Desirable:

- Tertiary qualification in Business Management or a related discipline
- AVM or CVE qualification from the Venue Management Association.

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.		
David Etherton Chief Executive Officer		Date Approved:/...../.....
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:/...../.....

