

EVENT SUPPORT OFFICER

(POSITION #00000)

VENUES WEST

AWARD CLASSIFICATION	VWGA Level 5	ANZSCO	149311
DIRECTORATE	Venue Management	Branch	Sports and Events
LINE MANAGER	Event Manager	Direct Reports	Nil
SPECIAL CONDITIONS			

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 Event Support Officer is part of the Event Management Team and assists in the planning, delivery and review of event services for all major & minor events which are safe and compliant and achieve high quality customer experience and optimise financial returns.

ROLE RESPONSIBILITIES

VenuesWest is committed to Equal Employment Opportunity (EEO) and diversity in the workplace and providing a safe and inclusive environment for workers and patrons. We will perform all duties and responsibilities in a manner and behaviour consistent with EEO and Work Health & Safety legislation, VenuesWest's Code of Conduct, the VenuesWest Way and other relevant Policies/Procedures and legislation.

Administration

- Coordinates FOH staff requirements for events including rostering, payroll & invoicing.
- Compiles event related costs to provide final event financial settlement for Event Manager and Event Leads for approval and Commercial Managers for finalization and Settlement.
- Delivers event administrative items such as signage (digital & static), uniforms and event day documentation.
- Prepares event day paperwork for printing and distribution.
- Coordinates radios for events and basic upkeep of radio equipment as required.
- Order staff uniforms and maintains inventory (permanent & casual staff)
- Assists Event Manager & Event Leads in the administration of event finances
- Takes meeting minutes and administers actions for event and team meetings and distributes to key stakeholder.
- Implements policy, standards and operating procedures to manage the delivery of events.

Event Delivery

- Delivers event plans including estimating costs, staffing, security, first aid and merchandise as required.
- Coordinates event delivery lead-in items, ensuring documentation is current to the day and any material variations (current or foreseen) are reported to the Event Manager or Event Lead.
- Contributes towards event set-up requirements to the Event Manager and ensures customer requirements are delivered.
- Coordinates additional event services with internal and external stakeholders, including shuttles buses, merchandise and signage.

- Communicates event set-up requirements to the Event Manager and Event Leads to ensure customer requirements are delivered
- Prepares FOH and event staff requirements including rosters and documentation, in conjunction with event Lead.

Ticketing

- Assists with preparation of the event build process ensuring complete accuracy including; checking each event is programmed accurately and correctly and receives client approval.
- Assists with the ticketing requirements on event days, as required.
- Assists with ticket hold requirements including overseeing the issuing of all complimentary tickets for all events including VenuesWest House seats.
- Assist with back fills for the Ticketing & Event Supervisor role as required.

People Management

- Inputs and reviews timesheets for casual FOH event staff for events ensuring all are coded accurately and submitted for approval in the payroll & staffing systems.
- 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

- Assist with back fills for Event Team with emphasis on the Ticketing & Event Supervisor role as required.
- Other duties as directed including assisting with FOH and BOH planning, delivery and review of all event services.
- Back-fills the role of Event Supervisor, Area Warden for events, as required.
- Undertakes other relevant duties as required.

ROLE REQUIREMENTS

The following capabilities are to be addressed in context of the responsibilities of the role.

ESSENTIAL

1. Demonstrated experience in event management within the sports industry and/or the arts, cultural and entertainment industries.
2. Supports shared purpose and direction by understanding the work environment; Contributes to team planning; Analyses information and identifies 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 clients; 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; 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.

DESIRABLE

1. Experience with rostering & coordinating casual staff.
2. Experience with Ungerboeck/Momentum Event Management System or similar
3. Ticketing system experience

QUALIFICATIONS / CERTIFICATIONS

ESSENTIAL

- WA Construction Industry White Card (Work Safely in the Construction Industry); or capacity to complete within 1 month of commencement

The following qualifications are essential to undertake the duties of the Area 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 Warden.

- Confine Small Workplace Emergencies (PAUWER008B)
- Operate as Part of an Emergency Control Organisation (PUAWER005B)

ABOUT THE VENUESWEST WAY

It is our system of defining and measuring our culture and sets the expectation on how we engage, improve, support and challenge one another to be the safest and best we can be – as individuals and a collective. Our signature behaviours are:



We champion dreams



We deliver safely



Together we win



We act like owners



We celebrate success

POSITION CONDITIONS AND ELIGIBILITY

Appointment to this position is conditional upon:

- Providing evidence of 'Right to Work' in Australia
- Providing evidence of a National Police Clearance (dated within 3 months)

DATE JDF APPROVED 9 January 2024