

MANAGER VENUE DELIVERY AND OPERATIONS (HEDGE)

(POSITION #TBD)

AWARD CLASSIFICATION	Level 6	ANZSCO	
DIRECTORATE	Venue Management	BRANCH	Venue Delivery and Operations
LINE MANAGER	General Manager Venue Operations	DIRECT REPORTS	Shared responsibility for people management of: <ul style="list-style-type: none"> • Venue Coordinators • Venue Supervisors • Presentation Services Coordinator
SPECIAL CONDITIONS	<ul style="list-style-type: none"> • This position will be mobilised to work on significant strategic projects as part of the VenuesWest Project 'Hedge' Team which requires agility to ensure that projects related to future venues and significant strategic initiatives are prioritised. When mobilised for 'Hedge' projects, the position will report to the Director Strategy and Partnerships. • Ability to work weekends and out of hours to meet event needs is a requirement of this role 		

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.

The Strategy and Partnerships Directorate is responsible for the development and management of contracts and facilitation of the more significant procurement activities 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 Manager Venue Delivery & Operations manages the planning, set up, operation and delivery of VenuesWest self-managed venues to provide safe and quality customer experiences whilst optimising venue usage and maximising financial returns.

ROLE 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 workers and patrons. We will perform all duties and responsibilities in a manner and behaviour consistent

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

MANAGEMENT AND SUPERVISION

- Provides direction for members of the Venue Delivery & Operations team to achieve the VenueWest's organisational objectives.
- Contributes to the formulation of the directorate's direction, policies and strategies.
- Works collaboratively to deliver continuous improvement within the Venue Operations branch to ensure the successful delivery of VenuesWest services.
- Ensures compliance of venue operations with relevant legislation, policy and guidelines.
- Establishes and maintains professional relationships with other government agencies and key stakeholders to ensure the venue delivery and compliance needs are met.
- Keeps abreast of High Performance Sports venue requirements by maintaining positive working relationships with WAIS and other key stakeholders.
- Provides effective leadership to ensure your team models the behaviours of the VenuesWest Way.
- Manages human, financial, technological and physical resources to achieve Key Performance Indicators.
- Ensures all work is carried out in accordance with the *WHS Act*.
- Assists with the implementation of change management strategies required to achieve corporate objectives.

VENUE MANAGEMENT

- Develops, implements and review policies and procedures for venue operations including emergency procedures.
- Manages and coordinates the production planning for venue operations and events including back of house requirements, technical requirements, venue set up and pull down and car parking requirements.
- Liaises with the Commercial Branch to determine requirements for potential bookings
- Provides Back of House (BOH) cost estimates for staging and staffing events
- Provides Back of House (BOH) cost estimates for bookings as required.
- Negotiates and manages BOH contracts and services (e.g. security, cleaning services, BOH labour and car park management)
- Reviews Risk Management Plans for VenuesWest managed venues including emergency evacuation in consultation with the Chief Safety and Risk Officer.
- Ensures obligations arising from risk management assessments are delivered.
- Works collaboratively with the Event Manager to ensure the setup of venues meets requirements for the event.
- Manages the planning and delivery of venue set up requirements in accordance with event briefing notes and snapshots.
- Establishes and manages event bump in and bump out plans.
- Contributes to the VenuesWest Asset Management Plan and CAPEX program in consultation with the Manager Capital Works.
- Works collaboratively with the Capital Works Branch in the delivery of capital and minor works projects at the VenuesWest managed venues.
- Maintains awareness and advises on issues and trends related to venue management.
- Maintains an effective storage system and ensures all Venue Operation equipment is maintained in good working condition.
- Manages the day to day and event cleaning for all VenuesWest managed venues to ensure all venues are presented at the highest possible level.

WORKPLACE SAFETY AND HEALTH

- Reads and understands all emergency plans and safety and health procedures, follows safe work instruction, undertakes emergency management and safety related training and assumes responsibilities as required or directed.

- 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).

OTHER

- Other related duties, as directed.

ROLE REQUIREMENTS

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

ESSENTIAL

1. Considerable experience in the management of multi-site and multi-use venues including:
 - a. venue presentation, venue set up, production, parking and security together
 - b. delivery of high quality customer experiences
 - c. knowledge of regulatory and legislative compliance requirements for venues and events and
 - d. strong understanding of the sports industry and a sound working knowledge of the arts, cultural and entertainment industries.
2. Understands strategic objectives, trends and factors that may influence work plans; Scans the environment to monitor work plans; Thinks laterally and is innovative in identifying and implementing improved work practices.
3. Establishes clear plans and timeframes; Evaluates performance and identifies need for change; Determines action and focuses on quality whilst seeing tasks and projects through to completion.
4. Builds and maintains relationships with stakeholders, team members and colleagues; Recognises and adapts to individual differences and diversity and takes responsibility for delivering high quality customer focussed services.
5. Exemplifies personal integrity and self-awareness by adhering to the VenuesWest Way and Code of Conduct; Challenges issues constructively, committing to actions and reflecting on own behaviours.
6. Communicates and influences effectively both orally and in writing, presenting messages confidently, listening to differing ideas and presenting persuasive counter arguments in negotiations.
7. Defines and clearly communicates roles and responsibilities; Negotiates and monitors performance standards and provides regular feedback to build on strengths; Guides the team and achieves results; Actively promotes and communicates change to employees.

QUALIFICATIONS/CERTIFICATIONS

Essential:

1. 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 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)

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 12 months)

PETER BAUCHOP CHIEF OPERATING OFFICER	
DATE JDF APPROVED	16 January 2025