

# ADMINISTRATION ASSISTANT

(POSITION #06302)

VENUES WEST

<b>AWARD CLASSIFICATION</b>	GOSAC Level 2	<b>ANZSCO</b>	521111
<b>DIRECTORATE</b>	Venue Management	<b>BRANCH</b>	Venue Delivery
<b>LINE MANAGER</b>	Manager Venue Delivery and Operations	<b>DIRECT REPORTS</b>	Nil
<b>SPECIAL CONDITIONS</b>	Flexibility to work outside core hours during events		

## 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 Public Safety and Security Operations to maximise operational efficiency and optimise customer satisfaction and safety.

## 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.*

## CUSTOMER SERVICE

- Answers initial general enquiries on behalf of Venue Delivery & Operations, handles general phone and email enquiries and directs appropriately.
- Liaises with other departments to compile and distribute venue operational aquatics and Public Safety and Security information to all internal and external stakeholders.

## ADMINISTRATION

- Provides administrative support to the Venue Deliver and Operations team, Aquatics Operations, Manager Venue Delivery and Operations and Public Safety and Security Operations Manager as required.
- Assists the Manager Venue Delivery and Operations as directed and required in organisation and management of Venue Delivery team.
- Provides administration support to the team to contribute to an efficient operating environment.
- Coordinates the process for accounts payable through the use of Finance Information System and assisting the Manager Venue Delivery in tracking expense lines for the Venue Delivery and Aquatics cost centres.
- Coordinates the administration of event expenses and reports.
- Completes credit card acquittals for all team purchase cards.
- Assists in the administration of month end financial process and expense transfers.
- Organising appointments and meetings for the team.
- Attends meetings, preparing, and distributing meeting agendas action lists and minutes.
- Prepares timesheets, rosters and schedules as instructed by the Manager Venue Delivery and Operations and Venue Coordinators.
- Prepares and assists in payroll processing for contractors, casual and VenuesWest staff as required per period.

- Prepares summations of revenues and expenses as directed by the Manager Venue Delivery to assist in business analysis.
- Assists in the recruitment, administration and onboarding of new casual staff.
- Assists in the coordination of the casual staffing requirements for Back of House Staff.
- Maintains filing systems and archiving of records.
- Assists the Manager Venue Delivery and Operations with end of month and year to date reporting, projections, and analysis of data to follow up any discrepancies.
- Generates invoices on behalf of Operations team for external equipment hire and/or services.
- Uploads rosters into the rostering system and reviewing all Venue Delivery & Operations timesheets each fortnight ensuring all are coded accurately, submitted and approved by manager.
- Analyses payroll reports and submits to Manager Venue Delivery, Venue Coordinators Aquatic Operations Coordinators and Aquatics Manager for review and endorsement.
- Maintains stock levels of office stationery, uniforms and event equipment.
- Books contract staff and equipment (e.g. car park staff, security, variable message boards etc.) as required by Venue Coordinators and Manager.
- Enters invoice data into Ungerboeck for each event.
- Develops and reviews operational event day task lists into Monday.com.
- Coordinates and reviews all operational costs into event reconciliation documents.
- Prepares and distributes incoming and outgoing mail.
- Undertakes administration of Parking Infringements process.

#### **WORKPLACE SAFETY AND HEALTH**

- I take care to protect my own safety and health at work, and that of others by co-operating with all VenuesWest policies and procedures and complying with all applicable work health and safety laws.

#### **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. Previous demonstrated experience in providing administrative support.
2. Supports shared purpose by understanding organisational objectives and how they relate to the role and makes recommendations for improvements.
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 and colleagues informed, managing progress, responding to changes in clients' needs and providing prompt and courteous service.
5. Exemplifies personal integrity and self-awareness by adhering to the VenuesWest Way and Code of Conduct; providing accurate information; staying calm under pressure and ensuring work is finalised.
6. Communicates clearly both orally and in writing, listening to, understanding and adapting communication styles to the audience.

##### **DESIRABLE**

1. Experience in administration in an operational environment
2. Experience assisting in the coordination or operation of major events.

## 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:



## 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)

## CERTIFICATION

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

**Chris Andrich**  
General Manager Venue  
Operations

**Date JDF Approved**

2 January 2025