

EVENT FRONT OF HOUSE SUPERVISOR

(POSITION #02205)

VENUES WEST

AWARD CLASSIFICATION

VWGA, Level 7

DIRECTORATE

Venue Management

LINE MANAGER

Event Manager

SPECIAL CONDITIONS

Ability to work weekends and out of hours to meet event needs

ANZSCO

899999

BRANCH

HBF Park

DIRECT REPORTS

1

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 Front of House Supervisor assists the Event Manager in delivering HBF Park's front of house and event services of casual staff, usher and gate staff, first aid and ambulance, for all events to ensure the planning, set up and delivery of events and services are safe, compliant, achieve high quality customer experiences 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.

FRONT OF HOUSE SERVICES

- Manages the coordination, rostering and supervision of casual VenuesWest event staff.
- Develops and delivers event specific plans for casual VenuesWest event staff to meet the operational needs of the Licensee.
- Supervises and conducts training for VenuesWest casual staff in customer service and emergency evacuation procedures.
- Manages the coordination, rostering and supervision of event service providers for gate staff, ushering, first aid and ambulance.
- Develops and delivers event specific plans in conjunction with event service providers for gate staff, ushers, first aid and emergency services to meet the operational needs of the event and Licensee.
- Ensure all event staff and relevant event service providers are fully briefed on Venue Event Plans and deliver all requirements to the highest level of standard.
- Assists the Event Manager with the development and delivery of Venue Event Plans for all events.
- Coordinates radios for events and basic upkeep of radio equipment.
- Coordinates and procures additional event related equipment.
- Researches, develops and recommends customer service strategies for improved customer service and implements customer service initiatives approved by the Event Manager.
- Monitors patron satisfaction levels, responds to feedback and complaints as required, recommends and implements improvements.
- Ensure event service provider invoices are received on time for Event Settlement.

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

- Assists the Event Marketing & Ticketing Supervisor with all aspects of ticketing when required.
- 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 relevant experience in event operations within a sport, recreation or entertainment venue.
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.
7. Ensures roles and responsibilities are clearly communicated to establish clear performance standards and deadlines; Recognises and develops potential in team members and provides constructive feedback; Promotes change processes and communicates change initiatives across the team/unit.

DESIRABLE

1. Knowledge of computerised ticketing systems.
2. Demonstrated ability in the use of Adobe Illustrator to produce event / function maps and technical plans.

QUALIFICATIONS / CERTIFICATIONS

ESSENTIAL

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

DESIRABLE

- Completion of course in Liquor Licensing (51544) and ability to become Approved Manager

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 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.

Brendon Ellmer
General Manager HBF
Park

Date JDF Approved

10 June 2025