

CITY OF GREATER GEELONG

POSITION DESCRIPTION

GREATER GEELONG: BUILDING OUR COMMUNITY THROUGH ENTERPRISE, OPPORTUNITY AND INNOVATION IN A QUALITY ENVIRONMENT

POSITION TITLE:	Events and Operations Coordinator
POSITION NUMBER:	1618
DIVISION:	Community Life
DEPARTMENT:	Sport and Recreation
CLASSIFICATION:	Band 5
REPORTS TO:	Venue Manager
DIRECTLY MANAGES:	Venue Operations Staff, Contractors
INTERNAL LIAISONS:	Department Staff and other Council Staff
EXTERNAL LIAISONS:	Venue Tenants, Event promoters, Council Contractors
DATE:	April 2017

POSITION OBJECTIVES:

This position plays a key role in the effective and efficient delivery of the range of services and events hosted at the Geelong Arena. The position is involved with all technical aspects of service provision and liaises with event promoters and suppliers to facilitate production and procurement of events and venue operations.

POSITION RESPONSIBILITIES:

Key Responsibilities:

1. Effectively and efficiently work with user groups and event promoters in the delivery of activities or events particularly focused on technical aspects of the operation.
2. Ensure that the requirements of the Occupational Health & Safety Act are met.
3. Provide technical advice on the operations of the venue to both Venue Manager and event promoters.
4. Assist Venue Manager in providing leadership to venue operations staff and the development of venue operational policy and procedures.
5. Supervise venue during activities, providing backup for the Venue Manager in their absence.
6. Coordinate, manage, replace and maintain necessary equipment, including the development and maintenance of an equipment inventory.
7. Assist Venue Manager oversee staff rosters according to customer demand and with budget limits.
8. Assist with the monitoring of merchandise, bar and café ordering and display.
9. Develop, implement and maintain cleaning programs coordinating a high standard presentation of the venue.
10. Adhere to all Council's policies and procedures relevant to this position.

11. Carry out other duties as deemed reasonable and appropriate to the role as directed from time to time.

Values:

Our values represent who we are and who we aspire to be. They are the tools to create the workplace culture we want. We are all accountable for this.

- Respect and encourage each other
- Create a healthy and safe environment for all
- Embrace new ideas and better ways to work
- Make people the centre of our business

Risk Management and Occupational Health & Safety Responsibilities:

- Understand and comply with Council OHS policies, procedures and legislative requirements relevant to the position.
- Perform work in a safe and appropriate manner.
- Ensure behaviour does not discriminate, bully or harass others.
- Take responsibility for own safety and that of others.
- Proactively report any incidents, injuries, hazards or unsafe work practices.

The following general physical and functional requirements may apply to this position. Specific physical requirements will be attached if applicable.

- Manual handling tasks.
- Prolonged periods of inactivity eg. sitting at the computer.
- Regular keyboarding associated activities.
- Long / short distance travel between sites.
- Dealing with difficult clients and situations.
- Demanding deadlines.

KEY SELECTION CRITERIA:

Essential:

1. Ability to develop effective relationships with users and staff.
2. Operational experience in a large sporting and entertainment venue
3. Experience in the operation of food and beverage
4. Demonstrated experience in Customer Service and Events and Hospitality Industry
5. Proven successful leadership and management experience.
6. Experience in the management of contractors
7. Knowledge in Occupational Health and Safety Coordination
8. Excellent organisational and time management skills
9. Ability to work outside normal business hours including evenings and weekends
10. Working with Children Check

Desirable:

11. Demonstrated experience in event planning practices and requirements
12. Experience in policy creation, review and implementation
13. Relevant academic qualifications

ACCOUNTABILITY AND EXTENT OF AUTHORITY:

- Assist with the day to day operations of The Arena, including contractors, patrons and coordination of staff resources within budget guidelines
- Find timely solutions to problems and issues that arise at the Venue in order to resolve them.
- Ability to work autonomously but within Council or section designated policy, procedures and direction.
- Responsible for coordination of event planning providing technical advice and documentation within agreed timelines to venue capabilities and budgets.
- Accountable for creating and capturing accurate and complete records of the business activities related to this position, in accordance with approved policy and procedures. This is applicable to both hardcopy and electronic information, including email.

JUDGEMENT AND DECISION MAKING:

- A skilled position requiring the ability to make judgement decisions of a minor and, with assistance, at times major nature quickly and decisively.
- Judgements new and complex that have an impact on venue operations, staff of patrons will also be necessary to be made at times. Guidance and advice is available from Venue Manager as required.
- Expenditure approval by Venue Manager within approved Department budgets
- Exercise judgement over the posting of comments on social media and regulating social media sites and centre websites.
- Ability to make decisions (within authority levels) relating to digital marketing and communication activities for the SSL department.

SPECIALIST SKILLS AND KNOWLEDGE:

- Sound knowledge of technical aspects of venue management.
- Demonstrated understanding of the Local Government environment.
- Understanding and knowledge in programming, marketing and promoting a public leisure facility
- Sound understanding of budget and accounting practices and how they relate to event activities.
- Capacity to develop effective and productive partnerships with staff, user groups, suppliers, contractors and industry representatives.
- Demonstrated working knowledge of Occupational Health and Safety principles.
- Competence with relevant information technology hardware and software, including facility management software applications.
- Well developed skills in the management of human, physical and financial resources.

MANAGEMENT SKILLS:

- Skills in managing time, setting priorities, planning and organising work.
- Skills in developing and implementing administrative and operational systems and procedures.
- Substantial experience in the effective supervision of contractors
- Ability to manage multiple projects with set timeframes
- Degree of knowledge required in personnel practices.

INTERPERSONAL SKILLS:

- Highly developed skills in oral and written communication.
- Ability to gain cooperation and assistance from users, members of the public and other employees in the operation of the venue.
- Liaise with industry counterparts to discuss specialist matters
- Ability to discuss and resolve problems – internally and externally.

QUALIFICATIONS AND EXPERIENCE:

- Operational experience in a large sporting and entertainment venue
- Experience in the operation of food and beverage
- Demonstrated experience in Customer Service and Events and Hospitality Industry
- Proven successful leadership and management experience.
- Experience in the management of contractors
- Suitable academic qualifications are desirable but not mandatory (sports management, event management)
- Current Level 2 First Aid Certificate
- Certificate in the Responsible Serving of Alcohol
- A current Victorian Driver's Licence

ADDITIONAL INFORMATION:

- Ability to work outside normal business hours including evenings and weekends

HOW TO APPLY

Applications close: 5:00pm Friday 28 April 2017

Contact Person: Mark Giles, Venue Manager, 5278 3092

Submit your online application at <https://www.geelongaustralia.com.au/employment>

If you are unable to submit an online application please send your application to:

Recruitment & Workforce Management Administration Officer
People and Organisation Development
City of Greater Geelong
PO Box 104
GEELONG VIC 3220

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