

Event Day Security

The Sydney Cricket & Sports Grounds has the responsibility and privilege of managing our city's original home of sport, the Sydney Cricket Ground. The SCG is an integral part of Sydney's rich sporting and cultural life, attracting people from all over the world since the

We are currently seeking suitably qualified and customer service focussed women and men to join the friendly casual event-based Security team to work at the numerous events run at both the Sydney Cricket Ground throughout the year.

To be considered for these roles, you will require the minimum qualifications:

- A current NSW Security Licence (1AC)
- A Responsible Service of Alcohol (RSA) certificate
- A Senior First Aid certificate

Ideally you will have at least 1-2 years experience in a similar venue crowd control or security related role. You will have a customer service background, possess strong verbal and written communication skills. Your manner will be friendly, confident and helpful, you are an excellent team player and you will 'think outside the square' in your approach to problem solving.

If you are seeking flexible casual work, and feel that you have the relevant skills and enthusiasm to join our team, please submit your resume along with a cover letter outlining why you are suited to join our team:

HOW TO APPLY

Please obtain a copy of the role descriptions from the employment section of our website at www.scbt.nsw.gov.au and select **two of the key accountabilities** and provide a one paragraph summary to demonstrate an example of how you met/achieved the results of the accountabilities in a previous role.

Please ensure your application includes covering letter (maximum two pages) and an up-to-date resume of no more than five pages which clearly details your skills and experience as relevant to this role.

Given the number of applications we are likely to receive we will only contact those who are selected for an interview by phone and others via email.

APPLICATIONS CAN BE EMAILED TO: hradmin@scgt.nsw.gov.au

Please note: Applicants must be Australia citizens or permanent residents to be considered and will be required to undertake a National Police Clearance check

The Sydney Cricket & Sports Grounds values social and cultural diversity and is committed to providing a safe and healthy work environment and the principles of workplace gender equality and encourages indigenous Australians to apply.

Master licence: 407431355

Role Description

POSITION TITLE	Event Day Security
REPORTS TO	Security Manager
ROLE CLASSIFICATION	Casual
ROLE TYPE	Employee
DIVISION	Facilities
DEPARTMENT	Security
DATE	June 2019

1. Purpose of the Role

To ensure our guests receive a positive customer service experience by providing memorable greetings, exceptional service delivery and resolving guest problems as well as providing an efficient and effective level of security and safety.

2. Key Accountabilities

- Comprehensive knowledge of the Sydney Cricket Ground and layout of the venue
- Assist in the pre-event set up at entry gates
- Perform bag searches, magnetometer wand and monitor the behaviour of patrons as they enter our venues
- Ensure patrons enter the venue safely and are directed effectively towards their seats
- Ensure accreditation requirements for specific areas are followed including checking identification and making sure unauthorised patrons do not access our venues
- Adequately check members and patrons' tickets and assist patrons and members through turnstiles and with finding their seats at the Sydney Cricket Ground
- Handle basic patron problems in an efficient and professional way and escalate an issue to a Customer Service Supervisor/Team Leader where required
- Confidently assist with the eviction of a patron who is breaking SCG policy
- Follow SCG policy and procedure when issuing infringements
- Have a detailed knowledge of emergency evacuation procedures and the role a Crowd Control Officer holds in each position across our venues
- Safely and efficiently evacuate members of the public in an emergency situation without difficulty
- Monitor patron behaviour and handle patron behaviour problems
- Address basic first aid situations and escalate to paramedics on site when necessary
- Understands Responsible Service of Alcohol including adequately checking identification when required
- Conduct a search of an area and report any anomalies to a Supervisor
- Assist with disputes and Crowd Control issues
- Work closely with the Police and know when and how to escalate matters to them

- Report any quest problems relating to responsible service of alcohol, intoxication levels, lengthy queues and any other problem that may arise to the appropriate person/persons
- Understand and utilise two-way radio; including understanding and following protocols
- Understand the different ticketing systems and assist guests with any enquiries
- Understand the three main areas of our venue – Public, members and Corporate. Assist guests from any of three areas with their enquiry or problem

3. Key Challenges

Adhere to the Sydney Cricket and Sports Grounds Guest Service Charter:

- Memorable Greetings- invite interactions with a confident and approachable posture, gestures and facial expressions. Commit to engaging eye contact, smiles, verbal welcomes and farewells
- Service Delivery- Anticipate issues and is pro-active in approach. Immediately respond to patron’s needs and feedback by listening and providing a solution
- Professional Appearance and Presentation- Always presents a professional image. Appears well groomed in clean and pressed uniforms with a visible name tag or ID Badge
- Superior Knowledge- Consistently strived to demonstrate superior knowledge of our venues, values, events, partners, products and services
- Reinforce Safety and Security- Consistently demonstrates awareness of risks in a caring and responsible manner

4. Key Relationships

WHO	WHY
Event Managers/Coordinator	Assist with staffing events and ensuring they run smoothly.
Security Coordinator	Communicate and advise on any roster and staffing coordination issues for events.
Security & Emergency Planning Manager	Provide assistance and Communicate on any security or process related issue
WHS Manager	Communicate and advise on any WHS issues.
Customer Service Team leaders/Supervisors	Work with and support on resolving problems and providing customer service to guest and members.
Security Crowd Control Officers/Supervisors	Communicate and assist with addressing crowd safety issues.
Members and Patrons	Liaise with guests to resolve problems and provide customer service.

5. Focus Capabilities for the Role

CAPABILITY GROUP AND NAME	BEHAVIOURAL INDICATORS
Personal Attributes <i>Act with integrity</i>	<ul style="list-style-type: none"> • Be open to new ideas and approaches • Offer own opinion, ask questions and make suggestions • Adapt well to new situations • Do not give up easily when problems arise • Stay calm in challenging situations
Personal Attributes <i>Value Diversity</i>	<ul style="list-style-type: none"> • Acknowledge and be responsive to diverse experiences, perspectives, values and beliefs • Be open to the inputs of others • Work to understand the perspective of others
Relationships <i>Communicate Effectively</i>	<ul style="list-style-type: none"> • Speak at the right pace and volume for varied audiences • Allow others time to speak • Display active listening • Explain things clearly • Be aware of own body language and facial expressions • Write in a way that is logical and easy to follow
Relationships <i>Commit to Customer Service</i>	<ul style="list-style-type: none"> • Understand the importance of customer service • Help customers understand the services that are available • Take responsibility for delivering services which meet customer requirements • Keep customers informed of progress and seek feedback to ensure their needs are met • Show respect, courtesy and fairness when interacting with customers
Relationships <i>Work Collaboratively</i>	<ul style="list-style-type: none"> • Work as a supportive and co-operative team member, share information and knowledge others' efforts • Respond to others who need clarification or guidance on the job • Step in to help others when workloads are high • Keep team and supervisor informed of work tasks
Results <i>Deliver Results</i>	<ul style="list-style-type: none"> • Complete own work tasks under guidance, within set budgets, timeframes and standards • Take the initiative to progress own work • Identify resources needed to complete allocated work tasks • Seek clarification when unsure of work tasks
Results <i>Think and Solve Problems</i>	<ul style="list-style-type: none"> • Find and check information needed to complete own work tasks • Identify and inform supervisor of issues that may impact on completion of tasks • Escalate more complex issues and problems when these are identified

	<ul style="list-style-type: none"> • Share ideas about ways to improve work tasks and solve problems • Suggest improvements to work tasks for the team
--	--

6. Role Dimensions

Decision Making	This role has limited operational decision-making responsibility however must make effective decisions in relation to dealing with customer service problems.
Dimensions	This role will work closely with our patrons which make up crowds of up to 50, 000 people. This position works within an event day team of around 450 people.
Reporting Arrangements	This role reports to the Event Day Staff Team Leaders and Supervisors and also to the Event Managers/Coordinators and Security Coordinator

7. Qualifications/Experience

- A minimum of one years' experience working in a customer service environment
- A valid Security 1AC License, RSA and Senior First Aid

8. Policies

In accordance with the Code of Ethics and Conduct for NSW Government sector employees the Sydney Cricket and Sports Grounds has formalised a suitable code of conduct for its employees at the Sydney Cricket Ground, its staff and its contracted activities. It is the responsibility of staff to know, understand and comply with all ethical and legal obligations that apply to them.

9. Other Requirements

- Flexibility in work hours including weekends, public holidays and out of hours work
- Must attend staff training, workshops and meetings as and when required