

Event Operations Supervisor (WSEC)

Venues NSW has an exciting opportunity for an experienced Event Operations Supervisor to join our Wollongong team.

Reporting to the Manager – Event Operations, this role will be responsible for the effective and efficient event operations of the WIN Sports & Entertainment Centres venues (WIN Stadium and WIN Entertainment Centre). Responsibilities will include liaison with clients and hirers, co-ordination of production requirements, co-ordination of security, ushering, cleaning activities and other event services.

The ideal applicants for the role will have the following skills & qualifications:

- Knowledge of and demonstrated experience in working with venue technical services including sound, lighting, AV, and rigging.
- Strong communication and organisational skills
- Previous experience in events and stadia (desirable)

Applicants must be willing to be flexible and work weekends.

HOW TO APPLY

Please obtain a copy of the role description from the employment section of our website at www.scgt.nsw.gov.au, select **two of the key accountabilities** and provide a one paragraph summary demonstrating 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: hadmin@scgt.nsw.gov.au

APPLICATIONS CLOSE: Monday 3 May 2021

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

Venues NSW 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.

Role Description

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|---------------------|-------------------------------------|
| POSITION TITLE | Event Operations Supervisor |
| REPORTS TO | Manager - Event Operations |
| ROLE CLASSIFICATION | Full-Time |
| ROLE TYPE | Employee |
| DIVISION | WIN Sports and Entertainment Centre |
| DEPARTMENT | Operations |
| DATE | April 2021 |

1. Purpose of the Role

The Event Operations Supervisor assists the Manager - Event Operations to ensure the effective and efficient event operations of the WIN Sports & Entertainment Centres venues (WIN Stadium/WIN Entertainment Centre) including liaison with clients and hirers, co-ordination of production requirements, co-ordination of security, ushering, cleaning activities and other event services.

2. Key Accountabilities

- The co-ordination of event operations (venue transitions, bump in/out, rosters and general event operations), including technical and staging facilities and services, and other event services including but not limited to cleaning, ushering, maintenance, security, and venue configuration.
- Meet with clients in regards to their requirements and participate in production/planning meetings.
- Assist in preparation of seating, rigging, staging and table plans, event documentation and running orders, transition schedules and production schedules.
- Assist in preparing event budgets, including financial coordination of venue operations, staging, technical and operational requirements for events.
- Assist in the management of the venue during events, including performing the duties of Chief Warden.
- Liaise with the Assets & Facilities Department, and contractors in relation to repair and maintenance, and general site coordination matters.
- Coordination and supervision of event operations, including administrative and operational supervisory tasks.
- Liaise with event contractors and monitor their performance to ensure agreed deliverables and standards are adhered to including budget, and WHS requirements.


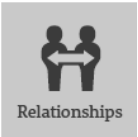



3. Key Challenges

- Responding to the varied users’ and hirers’ requirements in multi-function venues, providing flexible and creative solutions to hirers’ and users’ event operations requirements.
- Assisting in ensuring that all event operational services are provided at the best possible standard to the clients at events.
- Supporting the culture of a maximum level of customer service from staff and contractors working within the WSEC venues.

4. Key Relationships

| WHO | WHY |
|--|--|
| Internal | |
| Manager - Event Operations | <ul style="list-style-type: none"> • Take direction and provide advice in relation to maintenance, quality assurance functions and best practice processes. |
| Manager - Business Development & Marketing | <ul style="list-style-type: none"> • Liaise to ensure that development of event budgets, floor plans and event information are consistent with commercial, ticketing and marketing requirements. |
| Manager - Assets & Facilities | <ul style="list-style-type: none"> • Take direction and provide advice in relation to venue maintenance matters, quality assurance functions and best practice processes. |
| WSEC Casual Staff | <ul style="list-style-type: none"> • Liaise to ensure the delivery of operations and events. • Roster, brief and supervise casual staff and contractors. • Provide support for venue front of house operations and adherence to policies and procedures. |
| External | |
| Hirers, clients (current and potential), contractors and suppliers | <ul style="list-style-type: none"> • Liaison with clients and potential clients and their designated staff, contractors, and suppliers. • Establish good relationships with touring production staff, clients, suppliers, and contractors. • Ensure that services are delivered within budget and in line with quality standards. |
| Key external stakeholders | <ul style="list-style-type: none"> • Maintain effective working relationships and open channels of communication to facilitate liaison, consultation, engagement, and participation with stakeholders. |

5. Focus Capabilities for the Role

| CAPABILITY GROUP | CAPABILITY NAME | LEVEL |
|--|--|--|
|  <p>Personal Attributes</p> | Display Resilience and Courage Act with Integrity Manage Self Value Diversity and Inclusion | Foundational Intermediate Intermediate Foundational |
|  <p>Relationships</p> | Communicate Effectively Commit to Customer Service Work Collaboratively Influence and Negotiate | Intermediate Intermediate Intermediate Intermediate |
|  <p>Results</p> | Deliver Results Plan and Prioritise Think and Solve Problems Demonstrate Accountability | Intermediate Intermediate Intermediate Foundational |
|  <p>Business Enablers</p> | Finance Technology Procurement and Contract Management Project Management | Foundational Foundational N/A Foundational |
|  <p>People Management</p> | Manage and Develop People Inspire Direction and Purpose Optimise Business Outcomes Manage Reform and Change | N/A N/A N/A N/A |

| CAPABILITY GROUP AND NAME | LEVEL | BEHAVIOURAL INDICATORS |
|--|--------------|---|
| <p>Personal Attributes Act with Integrity</p> | Intermediate | <ul style="list-style-type: none"> • Represent the organisation in an honest, ethical, and professional way and encourage others to do so. • Support a culture of integrity and professionalism • Understand and help others to recognise their obligations to comply with legislation, policies, guidelines, and codes of conduct |
| <p>Personal Attributes Manage Self</p> | Intermediate | <ul style="list-style-type: none"> • Adapt existing skills to new situations • Show commitment to achieving work goals • Show awareness of own strengths and areas for growth, and develop and apply new skills • Seek feedback from colleagues and stakeholders. • Stay motivated when tasks become difficult |
| <p>Relationships Commit to Customer Service</p> | Intermediate | <ul style="list-style-type: none"> • Focus on providing a positive customer experience. • Support customer focussed culture in the organisation. • Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers. • Identify and respond quickly to customer needs. • Consider customer service requirements and develop solutions to meet needs. • Resolve complex customer issues and needs. • Cooperate across work areas to improve outcomes for customers |
| <p>Relationships Work Collaboratively</p> | Intermediate | <ul style="list-style-type: none"> • Build a supportive and co-operative team environment • Share information and learning across teams • Acknowledge outcomes which were achieved by effective collaboration • Engage other teams and units to share information and jointly solve issues and problems. • Support others in challenging situations • Use collaboration tools, including digital technologies, to work with others |

| CAPABILITY GROUP AND NAME | LEVEL | BEHAVIOURAL INDICATORS |
|--|--------------|--|
| <p>Results Deliver Results</p> | Intermediate | <ul style="list-style-type: none"> • Seek and apply specialist advice when required. • Complete work tasks within set budgets, timeframes, and standards • Take the initiative to progress and deliver own work and that of the team or unit. • Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals. • Identify any barriers to achieving results and resolve these where possible. • Proactively change or adjust plans when needed |
| <p>Results Think and Solve Problems</p> | Intermediate | <ul style="list-style-type: none"> • Identify the facts and type of data needed to understand a problem or explore an opportunity. • Research and analyse information to make recommendations based on relevant evidence. • Identify issues that may hinder the completion of tasks and find appropriate solutions. • Be willing to seek input from others and share own ideas to achieve best outcomes. • Generate ideas and identify ways to improve systems and processes to meet user needs |
| <p>Business Enablers Project Management</p> | Foundational | <ul style="list-style-type: none"> • Understand project goals, steps to be undertaken and expected outcomes. • Plan and deliver tasks in line with agreed project milestones and timeframes. • Check progress against agreed milestones and timeframes and seek help to overcome barriers. • Participate in planning and provide feedback on progress and potential improvements to project processes. |

6. Role Dimensions

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| Decision Making | <p>The Event Operations Supervisor will solve problems and make decisions within defined parameters in the areas of event operational activities, and frequently act as event officer in charge (including Chief Warden) in the absence of Managers.</p> <p>The Event Operations Supervisor will at times be the responsible Venue Officer when the venue is occupied and as such will assume a significant role as Emergency Coordinator/Chief Fire Warden when on duty.</p> <p>The Event Operations Supervisor works to a flexible roster, allowing WSEC venues to be supervised at any time that the venues are occupied by clients or patrons.</p> |
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7. Qualifications/Experience

- Knowledge and experience of working with venue technical services including sound, lighting, AV, and rigging.
- Flexibility in work hours including weekends, public holidays and out of hours work.

8. Policies

In accordance with the Code of Ethics and Conduct for NSW Government sector employees Venues NSW has formalised a suitable code of conduct for its employees, 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

- Must attend staff training, workshops, and meetings as and when required.