

Event Operations Manager

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

Reporting to the Venue Manager, 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).

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
- Demonstrated experience with rectangle stadia and national sporting organisations desirable
- Minimum 3 years experience in venue management industry 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: hradmin@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

POSITION TITLE	Event Operations Manager
REPORTS TO	Venue Manager
DIRECT REPORTS	Events Operations Supervisor
ROLE CLASSIFICATION	Full-Time
CLASSIFICATION	WESEC Award - Management Lv. 1
ROLE TYPE	Employee
DIVISION	WIN Sports and Entertainment Centre
DEPARTMENT	Operations
DATE	April 2021

1. Purpose of the Role

The Event Operations Manager is responsible for the management of events conducted at the Venues. The Manager is responsible for enhancing patron satisfaction and operational event delivery at the Venues.

The Event Operations Manager must be contactable outside of business hours on a business supplied mobile telephone to deal with urgent matters.

2. Key Accountabilities

- Manage all event operations of the venue, including but not limited to, event planning, delivery, logistics, liaison with hirers and stakeholders, and coordinating and managing staffing requirements.
- Assist the Venue Manager in the development of strategies and initiatives to increase satisfaction levels including hirers, patrons and suppliers.
- Assist the Venue Manager with regard to routine venue administration, human resource issues, budgets, emergency procedures, staff and contractor training, post event de-briefs and event settlement.
- Manage event security overlay of the Venues including the management of event contingent labour including in-house and contract security, customer service and operations staff.
- Exercise delegated authority in monitoring and approving necessary event related expenditure in accordance with Venues NSW policies.
- Develop and implement initiatives to drive event revenues in line with Venues NSW strategic objectives.
- Comply with all relevant Statutory and Regulatory requirements, including compliance with all VNSW risk management, work health and safety, and emergency management policies and procedures.

3. Key Challenges


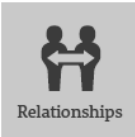



- Ensuring a maximum level of client and customer service from staff and contractors working within the venues.
- Ensuring that all operational facilities and event services are provided at the most cost effective and efficient levels to both the venue and its clients.
- Leading and motivating work teams to continuously improve operational outcomes and staff satisfaction.

4. Key Relationships

WHO	WHY
Internal	
Chief Executive Officer, Venues NSW, and Chief Operating Officer	<ul style="list-style-type: none"> • Receive broad guidance and provide timely and accurate operational advice and support.
Venue Manager	<ul style="list-style-type: none"> • Receive direction and provide timely and accurate operational delivery and support.
Manager – Business Development & Marketing	<ul style="list-style-type: none"> • Receive and provide direction and support in relation to event planning, ticketing and post event settlement.
Manager – Assets & Facilities	<ul style="list-style-type: none"> • Receive and provide direction and support in relation to facilities maintenance, venue preparedness and WHS requirements.
Direct Report	<ul style="list-style-type: none"> • Provide guidance and support when allocating tasks.
Venues NSW Staff	<ul style="list-style-type: none"> • Manage operational service delivery, implement change and engage with staff.
Head Office Venues NSW staff	<ul style="list-style-type: none"> • Liaise with Head Office staff to ensure the needs of the Venue are factored into organisation-wide programs and policies, and to ensure that the venue operates consistently within the policy and procedural framework defined by Venues NSW.
External	
Hirers, clients (current and potential), contractors and suppliers	<ul style="list-style-type: none"> • To ensure that the venue operates at a high level
Sports, tourism stakeholders, entertainment and business organisation in the region	<ul style="list-style-type: none"> • To promote the use of the venue.

Government stakeholders	<ul style="list-style-type: none"> Develop and maintain effective local working relationships and partnerships to achieve their optimal contribution and engagement.
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5. Focus Capabilities for the Role

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

CAPABILITY GROUP AND NAME	LEVEL	BEHAVIOURAL INDICATORS
Personal Attributes Manager Self	Adept	<ul style="list-style-type: none"> • Look for and take advantage of opportunities to learn new skills and develop strengths. • Show commitment to achieving challenging goals. • Examine and reflect on own performance. • Seek and respond positively to constructive feedback and guidance. • Demonstrate a high level of personal motivation.
Relationships Commit to Customer Service	Adept	<ul style="list-style-type: none"> • Take responsibility for delivering high quality customer-focused services. • Understand customer perspectives and ensure responsiveness to their needs. • Identify customer service needs and implement solutions. • Find opportunities to co-operate with internal and external parties to improve outcomes for customers. • Maintain relationships with key customers in area of expertise. • Connect and collaborate with relevant stakeholders within the community.
Results Plan and Prioritise	Advanced	<ul style="list-style-type: none"> • Understand the links between the business unit, organisation, and the whole-of-government agenda. • Ensure business plan goals are clear and appropriate including contingency provisions. • Monitor progress of initiatives and make necessary adjustments. • Anticipate and assess the impact of changes, such as government policy / economic conditions, to business plans and initiatives, and respond appropriately. • Consider the implications of a wide range of complex issues, and shift business priorities when necessary. • Undertake planning to transition the organisation through change initiatives and evaluate progress and outcome to inform future planning.

CAPABILITY GROUP AND NAME	LEVEL	BEHAVIOURAL INDICATORS
<p>Results Think and Solve Problems</p>	Advanced	<ul style="list-style-type: none"> • Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues. • Work through issues, weigh up alternatives and identify the most effective solutions. • Take account of the wider business context when considering options to resolve issues. • Explore a range of possibilities and creative alternatives to contribute to systems, process and business improvements. • Implement systems and processes that underpin high quality research and analysis.
<p>Business Enablers Procurement and Contract Management</p>	Adept	<ul style="list-style-type: none"> • Apply legal, policy and organisational guidelines and procedures in relation to procurement and contract management. • Develop well written, well-structured procurement documentation that clearly sets out the business requirements. • Monitor procurement and contract management processes to ensure they are open, transparent, and competitive, and that contract performance is effective. • Be aware of procurement and contract management risks, and what actions are expected to mitigate these. • Evaluate tenders and select providers in an objective and rigorous way, in line with established guidelines and principles. • Evaluate progress and identify improvements to inform future projects.
<p>People Management Manage and Develop People</p>	Adept	<ul style="list-style-type: none"> • Define and clearly communicate roles and responsibilities to achieve team/unit outcomes. • Negotiate clear performance standards and monitor progress. • Develop team/unit plans that take into account team capability, strengths and opportunities for development. • Provide regular constructive feedback to build on strengths and achieve results. • Address and resolve team and individual performance issues, including unsatisfactory performance in a timely and effective manner.

CAPABILITY GROUP AND NAME	LEVEL	BEHAVIOURAL INDICATORS
		<ul style="list-style-type: none"> Monitor and report on performance of team in line with established performance development frameworks.

6. Role Dimensions

Decision Making	<p>The Event Operations Manager is accountable to resolve problems and make decisions relating to events within defined parameters and in a manner consistent with policies and decisions made by Venues NSW.</p> <p>The Event Operations Manager is required to participate in a program of Performance Reviews with the Venue Manager, and work to a mutually agreed set of key performance indicators.</p> <p>Decisions on matters outside the Event Operations Managers' accountabilities and on issues that are contentious or sensitive and may impact on the reputation of the Agency are escalated to the Venue Manager.</p>
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7. Qualifications/Experience

- Demonstrated experience with rectangle stadia and national sporting organisations desirable.
- Minimum 3 years experience in venue management industry desirable

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

- Ability to work weekends and weeknights as required.
- Responsible Service of Alcohol Certificate.
- National Criminal Records Check.