

POSITION DESCRIPTION

POSITION: Venue Operations Officer	
DIRECTORATE: City Planning and Communities	GROUP: Events, Sports and Cultural Services
SECTION: Stadium and Major Events	REPORTS TO: Team Leader Venue Operations
GRADE: A	EMPLOYMENT TYPE: Casual
HOURS/WEEK: Up to 38	POSITION No.: 1134
DATE: February 2025	

OUR VISION

“Empowering the community and visitors to enjoy and grow our opportunities”.

OUR VALUES

We ensure that our Values are the foundation for everything we do.



iNnovate

Challenge the status quo in search of better outcomes.



Collaborate

Seek to understand different perspectives to problem solving.



Accountable

Take ownership and have the courage to call things out.



Respect

Mutual respect. No time for disrespect.



Empowering

Here to make a difference.

THE DIRECTORATE

The City Planning & Communities Directorate is focused on planning and providing for a thriving and vibrant regional city with active, connected and engaged communities. The Directorate is responsible for delivering our sporting and cultural facilities, along with providing strong land use planning frameworks to support appropriate development and building activity across the City.

THE GROUP/SECTION

Our Events, Sport & Cultural Services Group ensures the effective delivery of community focused functions, including library, museum, gallery and theatre facilities, as well as pool and lifeguard services, whilst delivering high quality local, state and international events including the management of the City's sporting facilities.

POSITION OBJECTIVES

- Support the delivery of best practice venue operation for all S+ME managed venues including Coffs Coast Sport and Leisure Park Precinct, C.ex Coffs International Stadium, and Wiigulga Sports Complex.
- To provide excellent customer service to CCSLP, Stadium and Wiigulga Stakeholders and user groups.

KEY ACCOUNTABILITIES

Work Health & Safety (WHS)

Contribute to a safe working environment by:

- Demonstrating safe work place practices and behaviours and encouraging others to do the same.
- Reporting all incidents, near misses and hazards in accordance with the City's processes.
- Taking reasonable care for own health and safety and the health and safety of others in the workplace.
- Participate and contribute in WHS training and consultation as required and be supportive of the implementation and development of safe work practices.
- Compliance at all times with statutory and regulatory requirements and Australian Standards.

Customer Service

Promote a positive and professional image of the City through:

- Creating and maintaining good relationships with the Community and our stakeholder customers.
- Taking the time to understand the needs of customers and their expectations.
- Provision of clear, accurate and timely technical and general advice to Council, management, stakeholders and clients.
- Following up on both positive and negative feedback received.
- Considering customer service in all aspects of their duties.
- Continuously looking for ways to improve the level of customer service you deliver.

Community Engagement

Committed to active and appropriate engagement processes guided by the principles of:

- Informing – Giving information to the community where instructed.
- Consulting – Obtaining community feedback when requested.
- Involvement – Engaging directly with the community as directed.
- Partnership – Partnering with the community to create solutions.
- Enabling – Placing final decision making in the hands of the community and City of Coffs Harbour management

Learning and Development (L&D)

Support the City of Coffs Harbour as a high performance organisation by:

- Participating in strategic learning and development initiatives.
- Undertake and participate in L&D initiatives that directly enhance and/or improve individual performance and contribute to the City's effectiveness.
- Take individual responsibility for own learning and engage in professional development.
- Participate in learning and development activities in accordance with the City's Training plan.
- Work collaboratively with the other staff to identify training needs and appropriate solutions.

Sustainability

- Consider the interconnections between economy, society and environment and ensure sustainability.
- Incorporate the City's Sustainability Policy and Climate Change Policy into daily operations whilst applying appropriate environmental laws and the management of cultural diversity in controlling the risk of serious or irreversible impacts on the environment, society and heritage values.

Continuous Improvement

- Supporting staff and the leadership team in the implementation of new and improved business processes.
- Support organisational initiatives including business and cultural change programs that progress the organisation towards the desired state.

Organisation Support

- Support the leadership and management by:
 - Embracing the organisations vision and values, so that they are demonstrated through behaviours, actions and attitudes.
 - Ensuring all appropriate City Policies and Procedures relating to employment, including Equal Employment Opportunity, Code of Conduct and Fraud & Corruption.
 - Ensuring the WHS responsibilities of the role are undertaken in accordance with the City WHS Responsibilities Statement, WHS legislation and other City Policies and Procedures regarding WHS.
 - Ensuring business records are maintained accurately and on time, in accordance with the City's Records Management Policy.
 - Providing valued team contribution, coupled with performance and behaviours consistent with a positive and productive work environment.

KEY AREAS OF RESPONSIBILITY

- Deliver on the priorities set by the Team Leader.
- Ensure that standards are being met and an efficient service is provided to both internal and external stakeholders.
- Assist with best practice venue operations matters working alongside existing Team Leaders and team members at all S+ME managed venues including Coffs Coast Sport and Leisure Park Precinct, C.ex Coffs International Stadium, and Wiigulga Sports Complex.
- Comply with policies and procedures covering the daily operating (Standard Operating Procedures) of all S+ME venues.
- Ensure effective documentation and record keeping in the context relevant to the role.
- Provide a safe working environment within your area of responsibility, supporting a “safety first” business culture

You will also be required to undertake work on weekends or after hours, based on scheduled events/tasks and in accordance with operational requirements, as arranged with your Team Leader.

KEY RELATIONSHIPS

Internal

- Section Leader Stadium and Major Events
- Team Leader Venue Operations
- Venues Team
- Event Coordinator
- Other Areas of the City

External

- External Stakeholders
- Members of the Public

OTHER POSITION REQUIREMENTS

- You may work up to 38 hours per week, with your days of work being Monday to Sunday between the hours 05:00 and 23:00, as arranged with your People Leader in accordance with the facility roster. Shift penalties in accordance with the Award will apply for ordinary hours worked at the following times; Weekdays outside of 05:00 and 23:00– 20%, Saturdays – 25% and Sundays – 50%.
- Work may be required to be undertaken outside of ordinary working hours as agreed with your People Leader. Payment will be in accordance with the Award and the City's Enterprise Agreement (EA).
- Subject to operational requirements you may be required to be on-call outside of normal hours, with payment as per the Award.
- This position is delegated with certain powers, authorities, duties and functions under the City's Delegations of Authority in accordance with the Local Government Act.
- This position is located at the C.ex Coffs International Stadium with the requirement to attend and/or work at other sites/locations having regard to the nature of the role.
- This position may on occasions be required to work outside of the City area for extended periods. Appropriate allowances or reimbursement will be provided.
- This position involves working in a predominantly indoor environment and using a computer is considered a core component of the role. There may be occasional visits to other work locations. The position requires an average level of aerobic and physical fitness to undertake occasional physical activities, including manual handling tasks as part of a normal working environment. A medical assessment will be required to be completed prior to commencement.

QUALIFICATIONS/LICENCES/EXPERIENCE

Essential

- Current Class C Manual Driver's Licence
- Experience in venue operations, covering at least one of the following: sporting, community, commercial.

Desirable

- Qualifications in event/venue management, tourism management or a related discipline.
- National Construction Industry Induction (Whitecard)
- Responsible Service of Alcohol (RSA).
- Senior First Aid Certificate
- Forklift Licence

CAPABILITIES

- Strong interpersonal skills with proven strengths in customer relationship management, conflict resolution and stakeholder management.
- Demonstrated team player with a collaborative approach to the delivery of a variety of services and events.
- Demonstrated time management skills, with proven ability to coordinate multiple tasks concurrently.

Position Demands Analysis

Venue Operations Officer

EXPOSURE RATING TABLE			
No exposure	Low Exposure	Medium Exposure	High Exposure
0 hrs daily	0-2 hrs daily	2-4 hrs daily	4-8 hrs daily
0	1	2	3

PHYSICAL REQUIREMENTS					
Sedentary work lifting 0-4.5kg	1	Elevating arms above shoulder height	0	Climbing to access / exit excavations	0
Light work lifting 4.5-9.1kg	1	Extend arms for reaching	0	Kneeling for extended periods	0
Medium work lifting 9.1-22.7kg	0	Sitting for extended periods	3	Crawling	0
Heavy work lifting 22.7-45.5kg	0	Standing for extended periods	0	Balancing	0
Very Heavy work lifting >45.5kg	0	Walking for extended periods	1	Hearing above background noise	0
Repetitive Lifting	0	Walking on uneven ground	0	Depth perception	0
Pulling Loads > 5kg	0	Frequent bending / stooping	0	Colour vision	0
Pushing loads > 5kg	0	Shovelling / digging	0	Fine manipulation	0
Lifting with trunk twisting	0	Throwing	0		
USE OF PERSONAL PROTECTIVE EQUIPMENT					
Safety boots / shoes	0	Dust Mask / Respirator	0	Reflective vest	0
Hard hat	0	Protective eyewear	0	Breathing Apparatus (BA)	0
Ear plugs / muffs	0	Gloves	0		
EXPOSURES					
CHEMICALS		CHEMICAL NAME/TYPE		BIOLOGICAL	
Dusts	0			Odours	0
Liquids	0			Mists / Fumes	0
Herbicide spraying	0			Possible exposure to sharps	0
Pesticide spraying	0			Possible exposure to Tetanus	0
Gases / Vapours	0			Possible exposure to Hepatitis A, B, C	0
Working with solvents	0			Possible exposure to blood / bodily fluids	0
PHYSICAL/PSYCHOLOGICAL					
Inside work	3	Working near machinery	0	Slippery surfaces	0
Outside work	1	Operating machinery	0	Low light areas	0
Confined spaces	0	Vibration	0	Shift work	1
Working alone	0	Working at heights	0	Use of computer for screen based activities	3
Working with hot substances	0	High Temperatures > 38 degrees	0	Prolonged Driving (periods > 2hrs)	0
Working with cold substances	0	Low Temps < 3 degrees	0	Violence / aggression from customers	0
Noisy work areas	0	Fatigue	0		

