

VENUE COORDINATOR

Employer	Netball WA
Position Title	Venue Coordinator
Reports to	Venue Manager
Department	Corporate Services
Office Location	Gold Netball Centre, 200 Selby Street, Jolimont
Organisational Overview	<p>Netball WA is the governing body for the sport in Western Australia, incorporating the subsidiary entities of West Coast Fever Netball Club and Glass Jar Australia. Netball WA has a clear vision to be 'The sport of choice in Western Australia'.</p> <p>Underpinning this vision and our purpose of 'advancing netball, advancing communities', is a new 2018-2022 Strategic Plan which outlines key outcomes, goals and strategies across four pillars within Netball WA; People & Culture, Participation, Pathway & Business Performance.</p>
Position Overview	<p>The Venue Coordinator of the Gold Netball Centre (GNC) will provide practical and operational support to ensure optimum usage, operational efficiency and logistics of the GNC in line with Netball WA's wider strategic objectives.</p> <p>Reporting to the Venue Manager, the role works closely with many stakeholders including, but not limited to, contractors, service providers VenuesWest staff, hirers of the venue and the general public.</p> <p>An ability to maintain the State Netball Centre venue and its assets, whilst the venue is heavily used, will be essential to the successful achievement of this position's objectives.</p>
Core Responsibilities/Duties	<p>At all times promote, uphold and advocate first class customer service practices ensuring Netball WA is positively placed as a market leader in this field.</p> <p>Venue Operations:</p> <ul style="list-style-type: none"> • Practical support of venue operations including setup and pack down for bookings, cleaning of the courts hall floor as required and the planning and inspection of routine, event and periodic venue cleans • Opening and closing the venue in line with security protocols and manning the venue during after hour bookings as required. • Diligent venue inspection, reporting, maintenance of assets and equipment are carried out promptly to maintain the high standards of the building. • Coordination of waste management; • Ensure effective coordination of venue contractors; • Setting and monitoring of lights, air conditioning and security systems • Assist the Venue, Events and Competition Manager to ensure reporting protocols and relevant processes for the management of repairs and/or upgrades. <p>Operational Management:</p> <ul style="list-style-type: none"> • Ensure compliance with all Occupational Health & Safety (OH&S), risk management and venue maintenance procedures in line with Venue owner and wider organisational protocols



	<ul style="list-style-type: none"> • At all times adhere to all and any obligations required of the organisation as defined in the Co-Management Agreement; • Comply with all Netball WA and Venue specific risk management policies and procedures; • Keep all required records up to date in accordance with internal procedures; and • Assist in the review of all procedures and, where relevant, policies to address the need for continual improvement. <p>Facility Utilisation, Programs and Competitions/Events:</p> <ul style="list-style-type: none"> • Ensure the facility is offering service excellence to both sport specific and non-sport specific communities • Provide information for potential clients enquiring about the facility and services for booking the facility • Open and close the venue, manning the venue reception during programs or competitions/events as required • Responsibility for the coordination of facility logistics for sport specific and non-sport specific events ensuring adherence to all relevant Netball WA and VenuesWest policies and procedures • Assist with the running of key organisation competitions and events as required. <p>Financial Management:</p> <ul style="list-style-type: none"> • Competent and accurate use of EFTPOS machines and cash registers as required; and • Ensure that financial controls for all business-related activities within the facility are completed in accordance with Netball WA policy and procedures. <p>Staffing and Management:</p> <ul style="list-style-type: none"> • Assist with the coordination of casual staff, volunteers and contractors of the facility, including recruitment, induction, performance, training, mentoring and discipline; • Ensure strict adherence to the coordination of OH&S requirements for all staff and visitors within the facility; and • Assist in the monitoring and arrangement of casual staff rosters in line with venue demands. <p>Customer Orientation:</p> <ul style="list-style-type: none"> • At all times promote, uphold and advocate first class customer service practices ensuring Netball WA is positively placed as a market leader in this field. <p>Other:</p> <ul style="list-style-type: none"> • Actively participate in specific projects and/or committees as required; • Adhere to and comply with Netball WA policies and procedures; • Envision sales of alcohol, management of food & beverage outlet during events; • Any other duties within the Employee's capabilities and which is reasonable to expect the employee to undertake as directed by the Venue, Events &
--	--



	Competitions Manager or General Manager – Community Netball from time to time.
Criteria	<p>Essential Criteria:</p> <ul style="list-style-type: none"> • Experience in stadium and/or venue operations. • Experience in maintenance, commercial cleaning procedures and liaising with service providers and contractors. • Ability to lift and move equipment safely. • Practical working knowledge of OH&S practices. • Shows initiative and proactive approach to tasks, seeing them through to successful completion. • Sound understanding and competent use of computer applications, such as the Microsoft Office suite of products. • Current first aid certification including the competent use of defibrillator. • Preparedness to be flexible in respect to work hours. • Staying calm under pressure. • Exemplifies personal integrity and self-awareness by adhering to the Netball WA's Values and Behaviours • A current "C" class WA driver's license • Working with Children Check <p>Desirable Criteria:</p> <ul style="list-style-type: none"> • Experience working in the sports industry is advantageous • Hold a current Responsible Service of Alcohol (RSA) certificate or willing to obtain one • Sound understanding and ability to apply computer applications, such as venue bookings or roster software and sport competition software • An appreciation of the Not for Profit sector, preferably within a sporting context <p>Personal Attributes:</p> <ul style="list-style-type: none"> • Resilient and hard working • Initiative and self-motivated • Ability to manage workloads and meet deadlines within specific time Frames. <p>Educational/Vocation Qualifications:</p> <ul style="list-style-type: none"> • Qualifications (or equivalent experience) in Venue Operations, Occupational Health and Safety or Sports Administration.
NWA Values + Behaviours	<p>Promote the purpose, values and behaviours of Netball WA, West Coast Fever and Shooting Stars within the netball and greater Western Australian communities, advocating the organisation as a deliverer in service excellence;</p> <p>Values</p> <ul style="list-style-type: none"> • Professionalism • Collaboration • Innovation



	Behaviours <ul style="list-style-type: none"> • Be on the same side and act as one • Always support each other to reach our goals • Be open and honest • Find a way to do what we say we will do • Listen to and value our people • Be the best at what we do
Key Interactions	Strategic: General Manager, Operations Venue, Events & Competitions Manager Other Executive Management Team Venues West Operational: Community Netball Department Shared Services Department West Coast Fever Department NWA Member Associations and Clubs External State Sporting Associations VenuesWest Department of Local Government, Sport and Cultural Industries Other Non-sporting Organisations
Hours of work	<p>This role is a full-time maximum term (3 years with possible extension), working 37½ hours per week.</p> <p>Working days will need to cover early evening and some late night hours. Applicants to discuss their availability for suggested hours of 12:30pm-9:00pm most weekdays. Some weekend work will also be required from time to time, given the nature of the sports industry.</p>
Salary/Benefits	<p>A salary of \$50,000 per annum plus Super will be negotiated with the successful applicant dependant on the level of experience.</p> <p>Netball WA offers a range of benefits to our staff that include: Free parking on site, tickets to West Coast Fever and other events, access to Professional Development opportunities, Employee Wellness & Assistant Programs.</p>
How to Apply	<p>Applicants are asked to forward a current resume outlining their relevant experience and a covering letter addressing the i) role criteria and ii) motivation for your application via seek or e-mail to:</p> <p>Nicole Horrocks, HR Consultant via careers@netballwa.com.au</p> <p>Aboriginal and Torres Strait Islander people are encouraged to apply.</p>
When do applications close?	Applications close at 5.00pm (AWST) on Tuesday 25 February 2020.
Who do I contact if I have an enquiry?	In confidence to Matt Hansen, Venue Manager at matt.hansen@netballwa.com.au or on (08) 9380 3717.

