

# Role Description - SV050

## Casual Venue Attendant

<b>Role Title</b>	Casual Venue Attendant
	Satellite Sports Facilities; Archery Centre, Tom Wills Community Oval, Armory Martial Arts Centre, Armory Leisure Playing Fields and Wilson Park Stadium
<b>Division/Branch/Unit</b>	Sports Venues
<b>Classification/Grade/Band</b>	Level B Sydney Olympic Park Authority Managed Sports Venues Award 2014
<b>Date of Approval</b>	15 October 2015

### Organisational Overview

Sydney Olympic Park Authority is the NSW Government's statutory authority established to lead the sustainable management and development of Sydney Olympic Park – consistent with legislative objects and functions outlined in the Sydney Olympic Park Authority Act 2001 and the priorities listed in NSW 2021 – the plan to make NSW number one.

Sydney Olympic Park is 640 hectares in size of which over 500 hectares are public spaces, places and parklands. Officially designated as a suburb in 2009, Sydney Olympic Park is one of the fastest growing localities in Sydney and a prime destination for sporting, entertainment and cultural activities. Our vision is that Sydney Olympic Park is an internationally recognised place with world-class events, venues, parklands and a great place to live and work, built on its Olympic legacy in a sustainable way.

The executive, management, and staff of Sydney Olympic Park Authority are members of a dynamic, success-focussed team which has Sydney Olympic Park progressively achieving its three concurrent roles as:

1. Sydney's premier major events destination;
2. World class regional parklands; and
3. An emerging new suburb of residents, workers and students in the heart of Sydney.

Sydney Olympic Park Authority is comprised of two core divisions - Operations & Sustainability and Commercial & Corporate - which are each headed by a General Manager who reports directly to the Chief Executive Officer. There are also two specialist corporate units - Marketing and Communications & Community Engagement - which are each headed by an Executive Manager who reports directly to the Chief Executive Officer.

Sydney Olympic Park Authority is part of the Department of Premier and Cabinet cluster, within the Office of Sport.

The Sports Venues, which are part of the Commercial and Corporate Division, are led by an Executive Manager, and comprise the Aquatic Centre, Athletic Centre, Archery Centre, Sports Centre, Hockey Centre, Sports Halls and Wilson Park Stadium. These major community facilities provide recreation and leisure activities, and a range of program offerings.

The venues also provide elite and high performance athlete training facilities as well as hosting major and amateur sporting competitions, and school carnivals.

The venues also host a number of commercial events such as dinners, concerts and seminars.

### Primary Purpose of the Role

To implement the day-to-day operations of the Satellite Sports Facilities including program delivery, venue set up / pack up, point of sale operation, customer service (meet and greet) and opening and closing procedures. The role maintains venue equipment and assets and requires reporting on occurrences and outcomes.

## Key Accountabilities

- Set-up venue/s, programs and operations and deliver requirements (inclusive of special events)
- Supervise, assist and provide a high level of customer service to venue hirers, clients, patrons and stakeholders. Maintain the working order and condition of equipment and storage areas ensuring all equipment is safely and securely stored when not in use and repaired as requested by Coordinator / Supervisor.
- Delivery of programs and maintain venue and operational presentation ensuring all occurrences are actioned / reported as required
- Participate in the operations and development of Sydney Olympic Park Sports Venues and undertake projects and tasks to support the operations of the Work Area.
- Compliance with administration and organisational policies and procedures and legislative requirements, including WHS, Information Security and EEO.

## Key Challenges

- To maintain a high standard of customer service and program / event delivery
- To coordinate and lead groups of varying age, skill level and group size, delivering consistent programs at a high standard in line with program format.
- To consistently report and communicate occurrences.

## Key Relationships

Who	Why
<b>Internal</b>	
Centre Manager	Escalated reporting / communication when Supervisor / Coordinator are unable or as required / requested.
Venue Supervisor	Direct report for staffing related matters. Coordinates implementation of a relevant policies and procedures and operational / business requirements.
Program Supervisor	Coordinates implementation of a relevant business strategies and operations.
Venue Coordinator	Provides leadership, direction and guidance. Seek information / feedback to ensure accuracy in implementation and consistency.
<b>External</b>	
General Public / Program Participants	Engage, consult and promote Satellite Venues Facilities, liaise on requirements and programs options, oversee the implementation, delivery, supervision and coordination of patrons onsite.
Tenants	Maintain operational harmony.
Contractors	Goods and service delivery, visitor tracking.
Sporting Organisations International, National, State and local	Assist with delivery as directed by Supervisor / Coordinator.
School, tertiary organisation	Assist with delivery as directed by Supervisor / Coordinator.
Private and commercial organisations	Assist with delivery as directed by Supervisor / Coordinator.

## **Role Dimensions**

### **Decision making**

This role is responsible for routine day to day decisions; matters of a more complex nature are referred to the Venue Supervisor, Duty Supervisor or Centre Manager – Satellite Sports Facilities

Decision making is made in accordance with the Centre's Conditions of Entry and existing policies and procedures.

### **Reporting Line**

Venue Supervisor – Satellite Sports Facilities

### **Direct Reports**

Nil

### **Budget/Expenditure**

N/A

## **Knowledge, Skills and Experience**

- Experience in outdoor recreation program delivery.
- Knowledge and ability to coordinate a range of sporting programs / groups and associated activities including providing group instruction (public speaking).
- Ability to communicate with a broad range of stakeholders including staff, contractors, venue clients / patrons, providing a high level of customer service.
- Knowledge & commitment to Equal Employment Opportunity principles (EEO) and Work place
- Health & Safety (WH&S).
- Current Senior First Aid Certificate and Advanced Resuscitation or willingness to attain within 3 months of employment.
- Current and valid Driver Licence

Desirable

- Archery instructing, coaching, and / or participation experience.

## **Other requirements**





- The position involves face-to-face contact with children in a child-related sector. The incumbent will have a current Working With Children Check
- The incumbent, on an ongoing basis, must maintain all pre-requisite qualifications.

## Capabilities for the Role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at [www.psc.nsw.gov.au/capabilityframework](http://www.psc.nsw.gov.au/capabilityframework)

### Capability summary

Below is the full list of capabilities and the level required for this role - The capabilities, in bold, are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Foundational
	<b>Act with Integrity</b>	<b>Intermediate</b>
	Manage Self	Foundational
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Foundational
	<b>Commit to Customer Service</b>	<b>Intermediate</b>
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
 Results	<b>Deliver Results</b>	<b>Foundational</b>
	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Foundational
 Business Enablers	Finance	Foundational
	Technology	Foundational
	Procurement and Contract Management	Foundational
	<b>Project Management</b>	<b>Foundational</b>

## Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework		
Group and Capability	Level	Behavioural Indicators
<b>Personal Attributes</b> Act with Integrity	Intermediate	<ul style="list-style-type: none"> <li>• Represent the organisation in an honest, ethical and professional way</li> <li>• Support a culture of integrity and professionalism</li> <li>• Understand and follow legislation, rules, policies, guidelines and codes of conduct</li> <li>• Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct</li> <li>• Recognise and report misconduct, illegal or inappropriate behaviour</li> <li>• Report and manage apparent conflicts of interest</li> </ul>
<b>Relationships</b> Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> <li>• Support a culture of quality customer service in the organisation</li> <li>• Demonstrate a thorough knowledge of the services provided and relay to customers</li> <li>• Identify and respond quickly to customer needs</li> <li>• Consider customer service requirements and develop solutions to meet needs</li> <li>• Resolve complex customer issues and needs</li> <li>• Co-operate across work areas to improve outcomes for customers</li> </ul>
<b>Results</b> Deliver Results	Foundational	<ul style="list-style-type: none"> <li>• Complete own work tasks under guidance, within set budgets, timeframes and standards</li> <li>• Take the initiative to progress own work</li> <li>• Identify resources needed to complete allocated work tasks</li> <li>• Seek clarification when unsure of work tasks</li> </ul>
<b>Business Enablers</b> Project Management	Foundational	<ul style="list-style-type: none"> <li>• Plan and deliver tasks in line with agreed schedules</li> <li>• Check progress against schedules, and seek help to overcome barriers</li> <li>• Participate in planning and provide feedback about improvements to schedules</li> </ul>