

Football NSW Position and Job Description



Role title:	Program & Venue Coordinator
Reports to:	Venue and Facilities Manager
Area:	Valentine Sports Park
Roles that report to this role:	No direct reports
Supervisory Responsibilities:	Casual Venue Staff, Housekeeping and Maintenance Staff, Cleaning Contractors, Security Contractors, Casual Game Development Staff and Volunteers
Functional Relationships:	Housekeeping Staff, other Cleaning Staff, Security Staff, Football NSW team and staff, Clubs, Associations and Stakeholders
Location:	Glenwood, Sydney

ROLE PURPOSE

The position of Program & Venue Coordinator will be the key to the delivery of programs and a key contact for all hirers of Valentine Sports Park (VSP).

They will assist in:

- game and event day operations across the four key areas of accommodation, fields, indoor use and functions space within VSP and assist in the delivery of the event experience at VSP
- produce deliverables and outcomes for participation at VSP
- the management of booking operations at the venue
- VSP sales and marketing activity
- managing the booking system across the four key areas of accommodation, fields, indoor use and function space within VSP
- in the delivery of achieving VSP strategic goals and revenue targets

KEY ACCOUNTABILITIES

- Customer Service
 - fielding enquiries by telephone, email and VSP social media
 - meeting and greeting accommodation guests
 - venue liaison for all hirers of VSP
- Venue Management
 - Management of the facilities booking system

- Coordinate & allocate bookings across VSP fields, indoor centre, accommodation, and function space
- Processing and invoicing of external bookings and events held at VSP
- Manage the VSP event and booking calendar
- Management of all accommodation bookings, including meeting and greeting accommodation guests
- Manage logistics and the coordination of hirers and service providers, to not impact on FNSW day to day business
- Coordinate venue cleaning including waste requirements and security arrangements as required for venue bookings and events
- Coordinate catering arrangements as required for venue bookings and events
- Prepare / setup event overlay for hired facilities such as but not limited to tables, chairs, goal posts, corner flags as required
- Event Management
 - Design and oversee the implementation of programs and events for VSP including and not limited to:
 - Pre-school programs
 - MiniRoos
 - High school football / futsal programs
 - Corporate Kick-Off
 - School holiday programs
 - Community and JDL Gala Days
 - Organising competition matches and documentation for international bookings
 - Project manage and action the hirers requirements for events and bookings
 - Coordinate any casual staff, contractors and volunteers of their roles / responsibilities as required for bookings and events held at VSP
 - Prepare event rosters for any additional staff and check timesheets for pay processing
 - Open and close venue and facilities for venue hirers
 - Operate lights, PA systems, audio visual equipment, scoreboards as required
 - Setup facility to meet hirers standard / requirements
 - Greet, direct and liaise with hirer during booking
 - Complete reporting including but not limited to incident, damage and first aid
 - Empty bins and general facility housekeeping such as picking up litter and general tidy of areas
 - Assist housekeeping staff as required with cleaning of motel and lecture rooms, offices and all complex amenities

- Financial Management
 - Prepare quotes for hirers & guest bookings
 - Prepare supplier invoices for payment
 - Preparing invoices for hirers & guests
 - Managing outstanding invoice payments / debtors
 - Managing expenses against departmental budget
- Sales & Marketing
 - Assist and coordinate in the development of marketing plans and deliver on marketing initiatives as required
 - Undertake website and social media updates as required
 - Create sales pipeline for VSP hirers and actively secure bookings to meet departmental revenue targets
- Administration
 - Be proactive to manage time and use initiative to meet event objectives and deadlines
 - Prepare monthly information and statistics for Venue and Facilities Manager
 - Understand key stakeholder requirements and provide reports as required
 - Meet and contribute regularly with the Venue and Facilities Manager and other departments within FNSW as required
 - Assist with the maintenance of facilities by reporting defects and organising contractors as required
 - Develop and implement procedures relating to administration, service and operational delivery

OTHER REQUIREMENTS

- Flexible work hours may be required from time to time including weekend or night work
- Work hours are as follows: Monday 2:30pm to 10:30pm, Tuesday, Wednesday, Thursday 9am to 5pm and Sunday 7am to 3pm
- Working with Children Number for paid workers
- Commitment to FNSW values, behaviours and culture
- Current driver's licence

VALUES AND BEHAVIOURS

- Provide strong leadership
- Build trust via integrity, transparency and accountability
- Behave professionally
- Act as a team
- Maintain customer focus
- Be passionate about improving football

WORK HEALTH SAFETY RESPONSIBILITIES

- Comply with health and safety legislation and company policies and procedures, including the WHS System.
- Take reasonable care that their acts or omissions do not adversely affect their health or safety, and/ or that of other persons.
- Must report all hazards, incidents and near misses to their managers as soon as practically possible to ensure the health and safety of themselves and that of others in the workplace, including contractors and third parties.

PROFESSIONAL EXPERIENCE/QUALIFICATION:

- Demonstrated experience within the world game of football (e.g., player, coach, administrator, etc)
- Maturity and experience working with children and parents
- Excellent communication skills – ability to prepare and present in public forums (or willingness to learn)
- Customer service experience
- Passion to develop the world game of football
- Minimum three (2) years' experience in a relevant or similar role

DESIRABLE CRITERIA

- Accredited to deliver MiniRoos programs (or willingness to obtain Foundation of Football Certificate)
- Experience in coordination of football programs designed to drive participation
- Experience of liaising with a variety of stakeholders
- Knowledge of Football NSW development pathways and programs
- Relevant Tertiary qualifications in an event and/or venue related field