

<b>Role title:</b>	Casual Venue Officer (Casual Pool)
<b>Reports to:</b>	Venue and Facilities Manager
<b>Area:</b>	Valentine Sports Park
<b>Roles that report to this role:</b>	N/A
<b>Functional Relationships:</b>	Housekeeping Staff, other Cleaning Staff, Football NSW team and staff, Clubs, Associations and Stakeholders
<b>Location:</b>	Glenwood, Sydney

### ROLE PURPOSE

The position of casual Venue Officer will be a point of contact for hirers of Valentine Sports Park (VSP). The role 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.

### KEY ACCOUNTABILITIES

- 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
- Perform as required some administrative tasks and cash handling
- 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
- Assist with other duties as directed by management or supervisor

### ESSENTIAL SKILLS AND EXPERIENCE

- Demonstrated customer service experience
- Ability to be culturally aware
- Work within a team environment
- Demonstrated ability to work autonomously and meet deadlines within a fast-paced environment
- Excellent interpersonal skills, including oral and written communication, liaison, negotiation, conflict resolution and active listening

- Competent in the use of technology
- Current Senior First Aid Certificate including the competent use of a defibrillator (not essential)

#### **KEY PERFORMANCE INDICATORS**

- Ensure customer needs are met as required

#### **OTHER REQUIREMENTS**

- Flexible work hours may be required from time to time including night and weekend work
- Working with Children Number for paid workers
- Commitment to FNSW values, behaviours and culture
- Current driver's license

#### **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:**

- Experience in a relevant or similar role