



Position Title:	Venue Operations Coordinator
Work Area:	Corporate Services
Reports to:	Facility & Asset Manager
Position Location:	155 Railway Terrace, Mile End, SA 5031. This role may require interstate and intrastate travel from time to time and out of normal business hours work will be required.
Direct Reports:	Duty Manager and Venue Assistants
Modified:	24 th May 2021

About Netball SA:	<p>Netball SA is the peak State Sporting Organisation for netball in South Australia and is affiliated with Netball Australia. Netball is the leading women's participation sport in Australia.</p> <p>Netball SA is responsible for the governance, development, promotion, and administration of netball throughout South Australia and has the responsibility for servicing its 35,000 members, the operations of Netball SA Stadium and the running of its elite team, the Adelaide Thunderbirds.</p> <p>As a professional sporting organisation with extensive community reach, Netball SA is committed to enhancing the reputation of the sport and communicating news of significance to members, fans, supporters, and the general public.</p> <p>Netball SA's strategic plan includes the following Strategic Priorities which drive the business:</p> <ul style="list-style-type: none"> • Thriving People • Grow our game • Strong voice • National success • Government investment <p>Further information on Netball SA: https://sa.netball.com.au/</p> <div style="text-align: center;"> <p>NETBALL SA VALUES</p> </div>
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Primary Purpose of Position

This role is responsible for coordinating the venue operations at Netball SA Stadium. Including managing venue bookings, coordination and delivery of internal and external events, venue staff management.

Key Result Areas	Accountabilities and Responsibilities
Venue Operations	<ul style="list-style-type: none"> • Coordinate venue operations to ensure the stadium operates professionally and safely. • Coordinate the Duty Managers ensuring they are managing the venue team effectively. • Collaborate effectively with the Café Coordinator, ensuring all catering and hospitality needs for events are met. • Coordinate the venue for all venue bookings ensuring the Stadium presentation is of a high standard at all times. • Coordinate the Venue team to ensure delivery of venue events, including setup and pack down of events. • Provide exceptional customer service for all venue and event customers. • Coordinate and induct venue contractors and volunteers. • Rostering, induction and supervision of venue staff. • Responsible for ensuring compliance with WHS Legislation, Food safety standards and Responsible Service of Alcohol and liquor licensing.
Leadership	<ul style="list-style-type: none"> • Lead your team effectively to ensure they achieve their KPIs, KBIs and achieve the strategic objectives of the organisation. • Mentor and grow your team members. • Have courageous conversations with direct reports and other staff members as required. • Manage performance of direct reports and address any issues or under performance in a timely manner. • In consultation with the People and Culture Manager, assist with formal disciplinary procedures.
Strategic and Financial Management	<ul style="list-style-type: none"> • Assist in developing, monitoring, and report any variances to the budget in consultation with the Facility & Asset Manager and GM Corporate Services. • Provide accurate and timely reporting within deadlines. • Ensure that all agreed strategies, KPIs and KBIs are achieved.
Other duties	<ul style="list-style-type: none"> • Any other duties within the employees capabilities and which is reasonable to expect the employee to undertake as directed by management from time to time.
Work Health and Safety	<p>Your duties are to:</p> <ul style="list-style-type: none"> • Comply with all Netball SA policies, procedures, and relevant legislation. • Comply with all reasonable instructions from managers in relation to health and safety. • Take reasonable care of your own health and safety. • Ensure your actions or omissions do not adversely affect the health and safety of other persons. • Report any hazards, near misses and incidents to your manager and complete the required formal report mechanism. • Complete relevant health and safety training, as required. • Comply with the Netball SA policies and procedures which set out governance standards and manage risks for our organisation. You are responsible for being aware of and complying with the policies and procedures.

Qualifications, Skills & Experience Required:

- Previous experience in a similar role or similar organisation.
- Operational experience in a large sporting or hospitality venue
- Leadership experience.
- High volume Customer service experience.
- Outstanding communication skills.
- Strong attention to detail and organisational skills.
- Exposure to H&L Sysnet POS and Priava event management (or similar) software essential
- Food Safety knowledge
- Responsible Person Badge
- Responsible Service of Alcohol
- Working with Children Check

Acknowledgement

I ACKNOWLEDGE that I have read and understand the responsibilities and expectations as set out above.

Signed by Employee:

Name of Employee:.....

Date:.....

Signed by Department Manager:

Date:.....