

<b>Position Title</b>	<b>Operations Support Officer</b>
<b>Position Number</b>	
<b>Employment Agreement</b>	<b>SCEC Certified Agreement</b>
<b>Classification Level</b>	<b>3.1</b>
<b>Department</b>	<b>Events Services</b>
<b>Version Control</b>	<b>Version 1</b>
<b>Date last reviewed</b>	<b>First Version (February 2022)</b>

## THE EVENTS CENTRE

The Events Centre is the Sunshine Coasts premier performing arts venue and hosts a range of entertainment events, cultural events, business events, conferences, gala dinners/lunches, private functions, and commercial activities and opportunities for the local community and visitors to the Sunshine Coast.

The Centre is operated by the Sunshine Coast Events Centre Pty Ltd, an independent venue management company and controlled entity of the Sunshine Coast Council.

## PRIMARY ROLE

An opportunity has become available for an experienced events professional with a background in venue operations management (e.g. Performing Arts, Live Entertainment, Business Events, Conferences, Banquets, Sport, Community, etc)

You will report directly to the Conference & Events Manager and support the operations and events departments to ensure compliance and best practice for Work Health & Safety (Act & Regulations), Emergency Management Planning, Risk Management, Safety Training (staff and contractors), Venue Cleaning (contractor management), Venue Security (contractor management), Sustainability, Pest Control, Policies & Procedures, Special Projects, and high-level Operational Support.

The position will ideally suit a candidate with previous Events and/or Venue Management experience from large mass gatherings venues (i.e. performing arts venues, entertainment venues, convention centres, sports venues, or large hotels, etc).

You will have exceptional organisational and operational skills with a keen eye for detail to ensure Compliance and Administration of WHS, Risk Management, Emergency Planning, Contractor Management (security and cleaning), Sustainability Planning, and Special Operational Projects.

The role will support the venues operational planning and delivery of all events, in a safe and compliant manner.

The role of the Operations Support Officer is to coordinate the efficient and effective delivery of safe event and operational services across patrons, staff, clients, contractors, and other stakeholders.

## KEY RESPONSIBILITIES

- Liaise with the operational team to ensure contemporary, comprehensive, and evidence-based health and safety services with support and advice to the venues Management, Staff, Contractors, and Stakeholders
- Assist Management to ensure continuous improvement of the venues Work Health & Safety system. This includes the improvement of WHS management systems, annual safety management plans, safety culture

and strategy, policies, procedures, investigations, audits, safety performance management and reporting, and initiatives through application of formal change management processes

- Provide WHS advice, interpretation and guidance to Management, Staff, Contractors, Council, and all other Stakeholders visiting the venue
- Conduct and document WHS Committee Meetings, Workplace Inspections, Staff Training, and Incident Reporting
- Perform internal auditing of WHS, Risk Management and Emergency Management systems
- Provide specialist technical advice and support to all internal and external stakeholders regarding the venues WHS compliance and legislative obligations
- Maintain a compliance framework for venue safety & emergency preparedness
- Liaise with Emergency Services and coordinate the annual evacuation training for the venue, as well as all safety training for staff.
- Maintain and audit Emergency Management plans and procedures for the venue
- Maintain an Emergency Control Organisation (ECO) for the venue, including training for all Fire Wardens
- Collate data and produce monthly and annual reports on WHS systems
- Coordinate external cleaning contractors to ensure a clean environment for the venue, including management of contractors for regular venue and event cleaning
- Coordinate external security contractors to ensure a safe and secure environment for the venue, including management of contractors for regular venue and event security
- Coordinate and ensure best practice for hygiene and pest control procedures
- Maintain the venues policy and procedure framework, ensuring continuous improvement and compliance
- Provide administrative support for operational departments whilst ensuring relevant documentation, compliance, and internal reporting
- Initiate and have overall responsibility for the venue's sustainability and environment programs
- Coordinate special projects to improve operations and event delivery services
- Oversee safety, risk, and compliance to ensure the venue operates in accordance with legislation, regulations, and internal policies and procedures
- High level report on financial activities relating to WHS Management, and Contractor Management (cleaning and security), including budget development, financial records, and monthly reporting
- Recommend the purchase of operational equipment to ensure TEC's reputation as a safe venue
- Be available to work after hours on weekends and evenings as reasonably required.
- Perform other duties from time to time that are reasonably within the competency, skills, and training of the incumbent

## REPORTING LINE

Reports to: Conference & Events Manager

Leadership/Supervision: Events & Operations, as well as contractors and casuals

Internal Liaison: All SCEC Staff, Contractors and Volunteers

External Liaison: Members of the public, clients, customers, delegates, patrons, business partners, Sunshine Coast Council staff, elected councillors, all levels of government and statutory authorities.

### WORKPLACE HEALTH & SAFETY

It is a condition of employment that the incumbent understands and performs all duties in accordance with workplace health and safety legislation, as well as related TEC policies.

It is also a condition that the incumbent makes a commitment to working safely and being fit for work by managing risks, following procedures and instructions, ensuring safe operation of plant and equipment, maintaining correct PPE, and reporting all hazards, incidents and near misses.

### SELECTION CRITERIA

#### *Essential*

- At least 3 years of Event Management and/or Venue Management qualifications/experience (drawn from operationally focussed disciplines such as production, front-of-house, back-of-house, catering, etc)
- A strong working knowledge of safety legislation, policies, procedures and standards relevant to Work Health and Safety (or ability to quickly acquire the necessary skills)
- Strong administrative and computer skills with a working knowledge of Microsoft Word, Excel, and other standard office software, as well as specialist Events Management Software
- Experience to confidently and positively empower others, develop and coach team members and foster a safe workplace culture consistent with corporate values
- Demonstrated decision making ability with the capacity to develop goals, plans, systems and projects to achieve safety objectives and aspirations
- High level research, analytical problem solving and decision making skills with the capacity to examine complex problems and develop innovative strategies for their resolution to a diverse client base
- Current "C" class Drivers Licence
- Vaccination against COVID-19 (SARS-CoV-2) including first, second dose and any subsequent booster vaccinations (unless exemption granted)
- Provision of COVID-19 digital certificate, immunisation history statement or International COVID-19 Vaccination Certificate demonstrating status of COVID-19 vaccinations (unless exemption granted)

### QUALIFICATIONS, LICENCES AND CERTIFICATES, ADDITIONAL REQUIREMENTS

#### *Desirable*

- Certificate IV in WHS
- Diploma in WHS or equivalent qualifications / experience
- Management of Cleaning and/or Security Contractors
- First Aid Certificate
- Blue Card

**POSITION ENQUIRIES**

**Enquiries in relation to this position should be directed to:**

Julian Gibbs – Conference & Events Manager  
 The Events Centre Pty. Ltd.  
 PO Box 5, Caloundra Q 4551  
 Ph: (07) 5491 4240 or email: [julian@theeventscentre.com.au](mailto:julian@theeventscentre.com.au)

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I \_\_\_\_\_ agree to perform the duties as set out in the above job description and will carry out those duties to the performance standards required.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_