

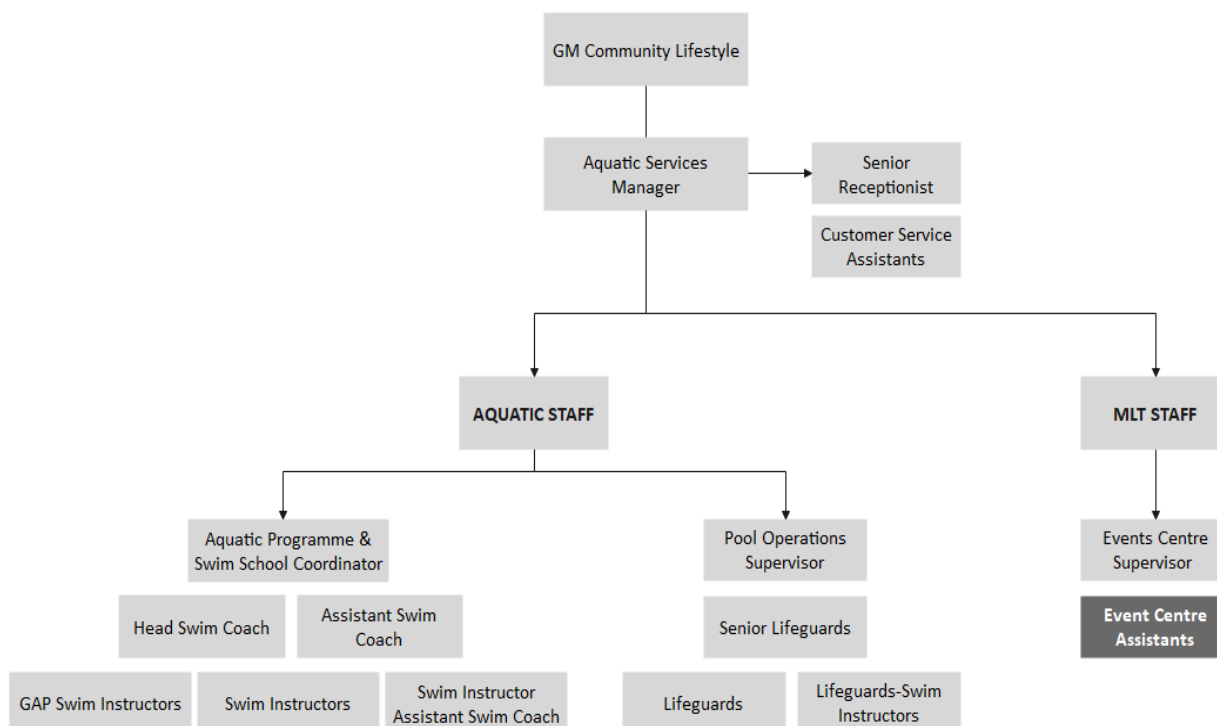
POSITION DESCRIPTION

Job Title:	Event Centre Assistant
Department:	Gore Multisport Complex
Responsible to:	Event Centre Supervisor
Responsible for:	No staff report under this role
Date:	March 2024
Position Holder:	
Hours:	Part-time, variable hours There may be additional hours available to cover seasonal sports, by agreement.

Purpose

The employee will assist the Event Centre Supervisor in ensuring the facility is kept tidy and to a high level of cleanliness.

Organisation Context



Functional Relationships

Who you will work with to get the job done		Advise	Collaborate with	Influence	Inform	Manage/Lead	Deliver to
Internal	Aquatic Services Manager	✓	✓		✓		✓
	Indoor Event Centre Supervisor	✓	✓		✓		✓
	Multisport Supervisor and staff	✓	✓		✓		✓
	Other Council management and staff	✓		✓	✓		✓
External	Members of the public	✓	✓	✓	✓	✓	✓
	User Groups	✓	✓		✓		✓

Key Results Area

The position objectives of the Event Centre Assistant encompass the following areas:

- Stadium Operation Duties

The requirements in the above Key Results Area are broadly elaborated below.

What you will do to Contribute	As a result, we will see
<p>Stadium Operation Duties</p> <ul style="list-style-type: none"> • Undertake setup for all court requirements and be physically capable of lifting up to 30kgs on a regular basis. • Actively ensure that all areas of the Centre are kept clean and well-presented at all times. • Undertake other duties as may be required from time to time by the Indoor Event Centre Supervisor and /or Aquatic Services Manager and accept changes in responsibilities and duties brought about by organisational change. • Ensure all health and safety hazards for either staff or customers are promptly reported to the Indoor Event Centre Supervisor or the Aquatic Services Manager. 	<ul style="list-style-type: none"> • Ensuring the stadium is maintained and cleaned. The equipment is stored at the required place and ready for use for the next events. • Assisting the Indoor Event Centre Supervisor in setting up the seasonal sporting events and other duties as required. • Assisting customers with their general enquires and forwarding these to the supervisors. Ensuring a high level of customer service. • Ensuring safety practices are followed by the users of the stadium. Incidents are reported in Safe365 and informed to the supervisor and Aquatic Services Manager.

Financial Responsibility

	YES	NO
Controls a budget		✓

Person Specification

Experience and knowledge

Essential:	Desirable:
Any relevant qualification	Tertiary Education
Relevant experience	Experience in Customer Service or related role

Specific Skills

- Ability to work with minimum supervision and be able to manage workflows and prioritise tasks.
- Ability to handle difficult customers.
- Flexibility and ability to assist with other duties during busy periods.
- Ability to deal with members of the public and all user groups, ensuring that first-class customer service is always provided.
- Be able to implement, demonstrate and lead health and safety practices.

Personal Attributes

- Demonstrate an ability to communicate with others at all levels to successfully achieve desired outcomes.
- Show a very high level of personal and professional integrity.
- Willingness to learn and improve yourself.
- A positive attitude and work ethic.

Civil defence:

To take part in civil defence training programmes and exercises in order that the officer is able to assist effectively in a civil defence emergency. Training will be provided.