

<b>Position:</b>	<b>Wurdi Baierr Stadium Duty Officer (Casual)</b>
<b>Agreement:</b>	Surf Coast Shire Council Enterprise Agreement 2022-2025
<b>Award Classification:</b>	Band 4
<b>Division:</b>	Community Life
<b>Unit:</b>	Stadium Operations and Recreation Development.
<b>Date Reviewed:</b>	July 2024
<b>Approved By:</b>	General Manager Community Life
<b>Current Incumbent:</b>	<b>(Vacant)</b>

Surf Coast Shire Council Acknowledges the Wadawurrung People, and the Gulidjan and Gadubanud Peoples of the Eastern Maar nation as the Traditional Owners of the land we now call Surf Coast Shire. We pay our respects to their Elders past and present, and all other Aboriginal and Torres Strait Islander People who are part of our Surf Coast Shire community

### **Our purpose, direction and approach were developed collaboratively by our people for our people.**

As an employee of the Surf Coast Shire Council you are committing to work towards our purpose within our team by following our direction and living our approach.

### **Purpose, Direction and Approach**

Council is committed to helping our community and environment to thrive. In order to do this we understand that we will be an innovative and flexible leader that values the strengths of others enabling our workplace to be a place where people can do their best and be proud of their achievements.

Our Approach guides us in the way that we work:

#### **We Do What We Say**

We set clear expectations  
We are accountable for our actions  
We get things done

#### **We See Opportunity**

We look for better ways  
We are open minded  
We learn from our experiences

#### **We Work Together**

We value strengths and differences  
We seek to work with others  
We help people to succeed

#### **We Make a Difference**

We proudly represent Surf Coast Shire Council  
We act with the future in mind  
We go the extra mile

### **POSITION OBJECTIVES**

- To provide courteous, efficient and professional customer service.
- To provide administration for the effective operation of the Wurdi Baierr stadium and Banyul Warri precinct.
- To ensure safe operation of the stadium, including the day to day usage, OHS, emergency management and first aid.
- To provide a safe and clean facility for all user groups.
- To support the operations of the Stadium Operations and Recreation Development.
- To support all Wurdi Baierr Stadium managed programs.

### **OUR APPROACH**

*We do what we say We work together We see opportunity We make a difference*

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## **ORGANISATIONAL CONTEXT**

Refer to Surf Coast Shire Council Organisation Chart within this document.

## **ORGANISATIONAL RELATIONSHIPS**

Reports to: Team Leader Stadium Operations and Recreation Development

Supervises: NIL

Internal Relationships: All employees and Councilors

External Relationships: General public, sporting associations, Surf Coast Secondary College

**Position description**

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KEY RESPONSIBILITIES	MEASURABLE OUTCOMES
<p><b>Administration</b></p> <p>Provide general administration support to the Stadium Operations and Recreation Development Team</p> <p>Maintain accurate and up to date records and databases.</p> <p>Adhere to Council's policies, procedures and work instructions.</p> <p>Follow opening and closing procedures, including counting till at the start and end of each shift and recording accordingly.</p> <p>Maintain a high level of accountability in cash handling through a point of sale system.</p> <p>Attend team meetings, training and other activities to increase knowledge, efficiency and effectiveness.</p> <p>Maintain the IPTV displays within the Stadium.</p> <p>Under direction update and maintain web pages and social media pages.</p> <p>Assist with stadium and room bookings.</p>	<p>Up to date knowledge of Council's policies, procedures and work instructions maintained.</p> <p>Review policies, procedures and work instructions annually to ensure they are current and accurate.</p> <p>Attendance and contribution at meetings, training and other activities during and after hours as required.</p> <p>IPTV is up to date and current.</p> <p>All Sport and Recreation web pages and social media are accurately updated under the direction of the Sport and Facility Operations Supervisor.</p> <p>Records are maintained and accurate input entered into the booking system.</p> <p>Stadium users are inducted into the safe use of the facility.</p>
<p><b>Customer Service</b></p> <p>Provide a high level of customer service to all internal and external customers, over the telephone, via email and in person.</p> <p>Liaise with all stakeholders and customers on court and room usage.</p> <p>Effectively handle customer complaints and requests.</p> <p>Make positive contributions to the continuous improvement of customer service and the customer service experience.</p>	<p>Phone enquiries are handled competently and customers' needs are addressed adequately.</p> <p>Customer requests are responded to in a professional and courteous manner.</p> <p>Clear and accurate records are kept of all customer requests.</p>

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**Position description**

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**Stadium and Grounds Operation**

Ensure the stadium and the equipment within is in safe working order for all stadium users.

Routine cleaning of all stadium facilities/amenities.

Knowledge of daily stadium management.

Daily inspections of the stadium and its equipment carried out to ensure there are no hazards.

Ability to perform opening and closing procedures in the stadium.

Knowledge and assistance with set up requirements for different sports.

Comprehensive understanding of operational procedures for the stadium and grounds.

Knowledge of operational requirements of cafeteria and ability to assist as required.

Court maintenance as required

**Risk Management and Workplace Health & Safety**

Observe safe work processes in accordance with training and instruction given and report any risks to immediate supervisor. Risks arising in the workplace may be financial, safety, site, task or person-specific.

Participate in the consultative processes provided by the organisation.

Use and supervise correct manual handling procedures.

Understand and implement the emergency management procedures of the stadium.

Risk, hazards and incidents are reported in a timely manner using the correct channels of communication.

Ensure that work practices are conducted in line with Council's WHS and Risk management policies, practices and relevant legislation.

Participate in annual stadium and equipment audits with the Workplace Health and Safety team.

Adequate equipment is provided and used appropriately to minimise the risk of manual handling.

Stadium users inducted in the correct manual handling of the equipment.

In the event of an emergency, act as the Chief Warden and coordinate the Stadium's Emergency Management Plan.

Emergency Management Plan reviewed on an annual basis.

**Fraud and Corruption**

Ensure Council's Fraud & Corruption policy, program and the application of sound fraud & corruption management practices within the workplace and community are observed and complied with at all times.

Maintain awareness and keep updated with relevant training around fraud and corruption to ensure all staff meet the obligations of their role and fulfil their responsibilities in relation to fraud and corruption.

Potential breaches and incidents are reported in a timely manner using the correct channels of communication.

Work practices are conducted in line with Council's Fraud & Corruption policy.

Ensuring the quality and accuracy of the data used or entered on Council databases and systems.

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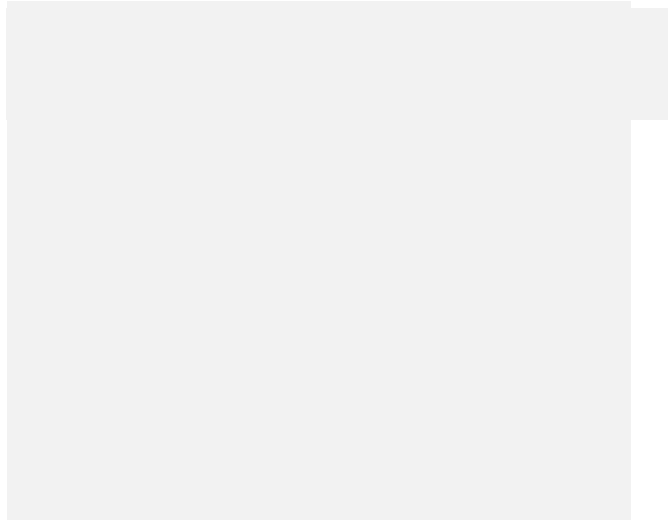
Participate in Fraud & Corruption training provided by the organisation.

**Record Keeping**

Understanding records management obligations and responsibilities.

Making and keeping accurate and complete records of business activities and decision making.

Creating records proactively including those resulting from telephone conversations, verbal decisions, meetings, emails and letters.



### **ACCOUNTABILITY & EXTENT OF AUTHORITY**

- Contribute to the efficient and effective output of the teams/units by providing direct support and assistance to colleagues and providing a courteous, efficient and professional service to all customers.
- Accountable for establishing and maintaining accurate, efficient and effective administrative systems and processes including the timely, accurate and efficient production of correspondence and documents as requested.
- Accountable for the confidentiality of all information within the control of the position in accordance with Surf Coast Shire Council practice and relevant legislation.
- Accountable for accurate financial record keeping, invoicing and reporting.
- Assisting with the delivery of projects with agreed outcomes and in accordance with expected timelines as set by immediate supervisors.

### **JUDGEMENT AND DECISION MAKING**

- Ability to plan work and manage time effectively with limited supervision.
- The continual application of problem solving skills will be involved in meeting customer needs.
- Ability to promptly deal with all enquiries or accurately re-direct enquiries where appropriate.
- Show an innovative approach in all aspects of the position.
- Make decisions concerning routine and defined administration functions.

### **SPECIALIST SKILLS AND KNOWLEDGE**

- Demonstrated high competency and knowledge in the use of computers and computer applications, in particular Microsoft Office package.
- High level of customer service skills.
- Ability to respond to customer needs appropriately.
- Ability to manage conflicting work priorities.
- Ability to competently undertake administration tasks.

### **MANAGEMENT SKILLS**

- Ability to plan and manage time effectively, manage conflicting priorities and workloads.
- Ability to work independently and unsupervised.
- Ability to work under pressure and meet deadlines.

### **INTERPERSONAL SKILLS**

- Well-developed oral and written communication skills. Ability to engage effectively with a diverse range of individuals, community groups and professionals.
- Flexibility and willingness to display teamwork, show initiative and a professional approach.

### **EQUAL OPPORTUNITY STATEMENT**

Surf Coast Shire Council is an equal opportunity employer. We ensure fair, equitable and non-discriminatory consideration is given to all applicants, regardless of age, sex, disability, marital status, pregnancy, sexual orientation, race, religious beliefs or other irrelevant factor. We recognise our proactive duty to ensure compliance with equal opportunity and other workplace-related legislation, and to eliminate all forms of discrimination.

### **CHILD SAFE STANDARDS**

Surf Coast Shire Council is committed to creating a child safe and child friendly environment where children and young people are respected, valued and encouraged to reach their full potential.

Surf Coast Shire Council's policies and procedures support the implementation of requirements under the Child Wellbeing and Safety Act 2005. Council will ensure that the Child Safe Standards are understood and embedded across Council services and programs.

All positions within Council are required to have a current Working with Children Check (WWCC) as stated in Council policy. All prospective employees cannot commence work with Council until they have a valid WWCC.

All prospective employees will be required to undertake a national and/or international criminal history check before commencing employment with Council. This check will be conducted and paid for by Council. **KEY SELECTION CRITERIA**

### **MANDATORY QUALIFICATIONS AND EXPERIENCE**

- Currently undertaking or completed degree / certificate in a relevant field or a number of years of relevant experience.
- Experience in customer service and dealing with diverse and challenging customers.
- Ability to work independently and multi skill across a range of duties.
- Experience using computer programs, such as a point of sales system, data entry and cash handling.
- Health and safety knowledge and experience with the ability to manage incidents, first aid etc.
- Manual handling knowledge and experience using safe practices.
- Current First Aid and CPR certificate.

### **OTHER MANDATORY REQUIREMENTS**

- You have the Right to live and work in Australia.
- A current WWCC.
- Police Check results that are suitable for this position (will be arranged by Surf Coast Shire Council).  
A complete international criminal history check is required if the person has worked or lived overseas for any period of time OR a complete national criminal history check is required if the person has only ever worked in Australia.

### **DESIRABLE QUALIFICATIONS AND EXPERIENCE**

- Experience in a similar role.
- Experience in Workplace Health and Safety.
- Warden qualification.

To apply for this role please use the links on the 'Employment Opportunities' page of our website. To be considered for this opportunity candidates must address the Key Selection Criteria and follow the instructions listed in the Employment Application Guide.

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