

POSITION DESCRIPTION

OUR VISION: Great Venues – Amazing Experiences

OUR PURPOSE: To develop, manage and promote major facilities in Queensland for staging sport, recreational or entertainment events

POSITION	Casual Event Day Staff	POSITION NUMBER	NE001
REPORTS TO	Senior Event Coordinator	LOCATION	Queensland Country Bank Stadium
EMPLOYMENT TYPE	Casual	CLASSIFICATION LEVEL	Level 2 – 4 as per Event Day Casual Staff Certified Agreement 2005
VACANCY REFERENCE NUMBER	SQ12/22		
CONTACT INFORMATION	Desleigh Drew, Event Coordinator Phone: 4722 7700 Email: recruitment@queenslandcountrybankstadium.com.au		

THE POSITION

The purpose of the Casual Event Day Staff role is to contribute to the delivery of successful and safe events staged at Queensland Country Bank Stadium and assist in providing a pleasant and enjoyable event experience for patrons.

WORK ENVIRONMENT

Queensland Country Bank Stadium is a 25,000 capacity venue and attracts a variety of major events to the region. This venue is North Queensland's premier regional sporting and entertainment venue.

ORGANISATIONAL ENVIRONMENT

Stadiums Queensland (SQ) manages, operates and promotes the use of the State's major sports, recreation and leisure facilities. <http://www.stadiums.qld.gov.au/>



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KEY ACCOUNTABILITIES

Ensure all work is undertaken in accordance with SQ's policies and procedures, particularly in the areas of workplace health and safety, security management, equal employment opportunity, workplace harassment, bullying and discrimination.

For further role specific duties and responsibilities, see:

Level 2

- Usher – Attachment 1
- Gate Attendant – Attachment 2
- Car Park Attendant – Attachment 3
- Logistics Assistant – Attachment 4

Level 3 Supervisors

- An Employee who performs work above and beyond the skills required of a level 2 Employee and who performs as their main role, first line supervisory duties involving Employees at lower levels and/or directly supports venue management staff to manage the event to achieve event outcomes. See Attachment 5.

Level 4 Senior Supervisors

- An Employee who performs work above and beyond the skills required of a level 3 Employee and who performs as their main role, first line supervisory duties involving Employees at level 3 and below, and who manage entrance activities and a number of venue sections concurrently, inclusive of both public and corporate areas. See Attachment 6.

MANDATORY QUALIFICATION AND/OR EXPERIENCE

Nil



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KNOWLEDGE, SKILLS AND EXPERIENCE

Essential:

- High work ethic, commitment to professional presentation and flexibility in the workplace and ethical practice.
- Flexible and adaptable in the workplace
- Experience in a customer service role or event related environment
- Good communication skills
- Problem solving skills
- Initiative

Desirable

Previous event and or venue experience



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OUR VALUES

Team	<i>Enthusiasm and passion: We are an energetic and accountable team who work collaboratively as 'OneSQ', embracing diversity of experience and open communication.</i>
Achievement	<i>Professional, commercial and accountable: We are passionate and take ownership in delivering commercial results and great experiences for our customers. We strive for and deliver greatness, and celebrate individual and team achievements.</i>
Agility	<i>Customer-centric, innovative and agile: We embrace change, encourage innovation and are solutions focussed. We are customer-centric and continuously and flexibly adapt to evolving needs and expectations.</i>
Integrity	<i>Authentic, transparent and respected: We are authentic and conduct our business with the highest standards of ethics, integrity and responsibility.</i>



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ADDITIONAL INFORMATION

Some out of normal hours work and work on weekends may be required.

Whilst this position is currently located at Queensland Country Bank Stadium, the successful applicant may be required to work from any of SQ's venues or offices.

Travel inter/intrastate may require some overnight stays away from the position's location.

This position description details the minimum skills required to perform the duties of this position. Other duties may be allocated, as required.

SQ employees are bound by the ethics principles, which are contained in the SQ's Code of Conduct and the terms and conditions of employment are detailed in the Employment Contract and associated legislation. All staff are expected to familiarise themselves with these.

All managers, supervisors and staff are expected to participate in and positively contribute to the sound corporate governance of SQ. This includes demonstrating a comprehensive appreciation of and commitment to the fundamental principles of corporate governance within which a statutory authority operates.

Managers and supervisors should lead by example in their understanding of and application to corporate governance activities of SQ, in accordance with appropriate legislative requirements, Board policy and established principles.

All successful appointees will be responsible and accountable to the extent of "Duty of Care" (*Work Health and Safety Act 2011*) and required to demonstrate occupational health and safety consciousness, and support and contribute towards risk management initiatives.

SQ employees are required to adhere to security procedures at all times, support and contribute the effectiveness of protective security measures through security awareness, vigilance and reporting.

Where a "Working with Children Check" (i.e. Blue Card) is required to be held for this position, the applicant is to provide evidence of either a valid Blue Card or be willing to make application for the card. Volunteers working in any capacity with children or young people, and paid employees who work in regulated employment (i.e. childcare), are required to hold a valid Blue Card before commencing work. For all other positions that require a Blue Card the applicant may commence in the position pending the receipt of a successful check.

Information submitted by an applicant for this position is subject to the *Right to Information Act 2009* and the *Information Privacy Act 2009*.

Applications will remain current for a period of 12 months.

Your application should address your ability to meet the key accountabilities. SQ's "Additional Information for Applicants" will assist you in developing your application.

Applications should include a current Resume/Curriculum Vitae and be emailed to recruitment@stadiums.qld.gov.au.

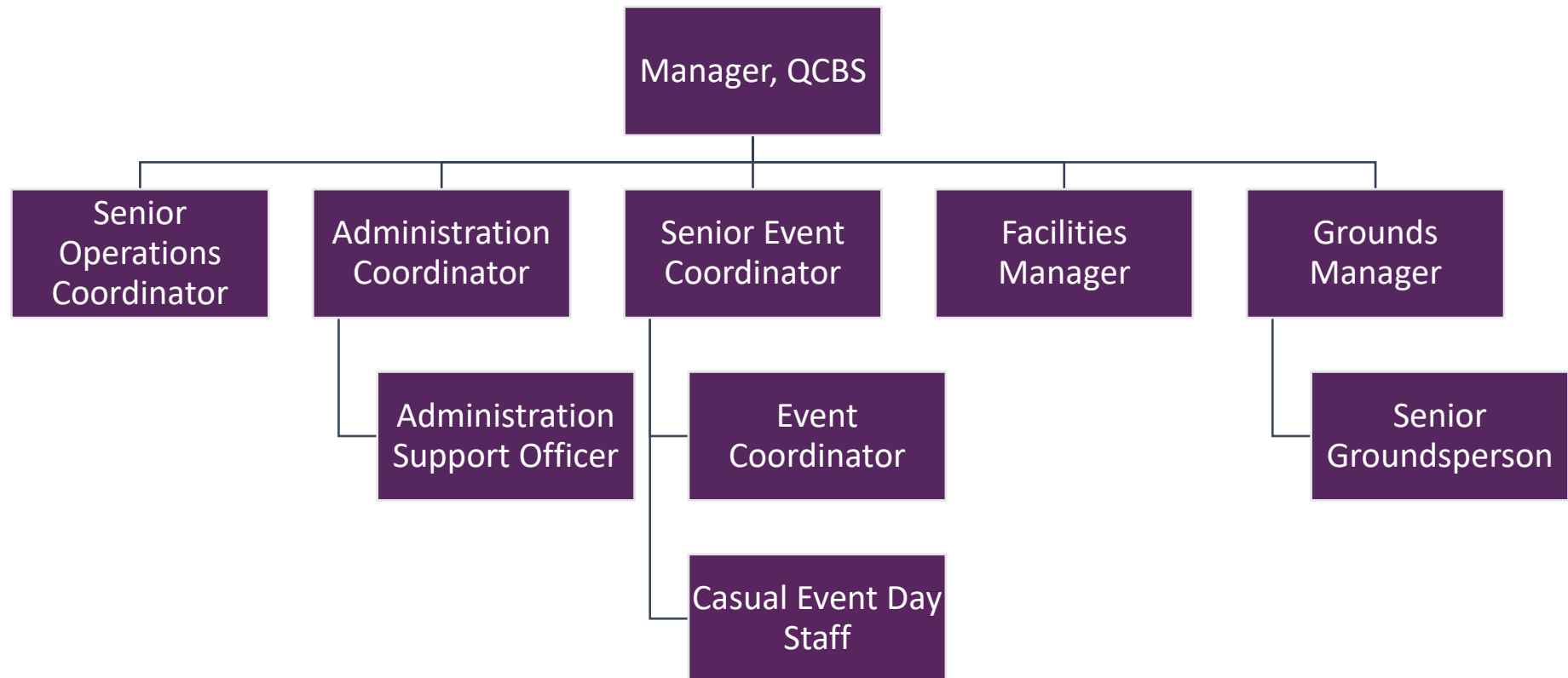


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ORGANISATIONAL STRUCTURE



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ATTACHMENT 1 - ROLE SPECIFIC DUTIES AND RESPONSIBILITIES

POSITION	Usher
REPORTS TO	Supervisor
JOB PURPOSE	To deliver outstanding service to patrons by providing direction, assistance and a safe environment in which they can enjoy the event.

Role Overview

- Provide and maintain a friendly welcome to all patrons and be proactive in providing assistance
- Remain focused on the needs of patrons and activities in your assigned area and not the event
- Undertake tasks as requested by your supervisor
- Remain in your designated area at all times during the event
- This role requires the ability to stand for long periods of time

Event Responsibilities

- On arrival, sign in and ensure you have the necessary equipment and uniform to undertake your responsibilities
- Meet with your supervisor in your designated area in order to be briefed for the specifics of each event
- Check your work area for any maintenance, cleaning or safety issues and report as necessary
- Familiarise yourself with all facilities and services available to venue patrons including nearest First Aid facilities, nearest male, female and accessible toilets, nearest catering, merchandise, ATM facilities, exit gate, smoking area, etc.
- Familiarise yourself with section, row and seat numbers in your vicinity. Check ticket details of all guests as they arrive and give clear directions as to how to get to their seats
- Escalate issues as required to your Supervisor
- Enforce no smoking, no standing and alcohol restrictions and monitor crowd behaviour during the event



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- Undertake any other reasonable requests from your supervisor
- Report to your supervisor before signing off at the end of a shift

Emergency Responsibilities

- Report all incidents to your supervisor as they occur and complete incident report cards as required.
- Ensure aisles, concourses and exit routes are kept clear
- Be aware of the location of emergency exits, firefighting equipment and the areas for which you are responsible in the event of an emergency
- Undertake warden duties and participate in the management of any incident or emergency as directed by the nominated Area Warden or Event Supervisor

Event Specific Requirements

- For larger events, many people may not have been to the venue before so ensure you are proactive in providing them with assistance

Equipment

- Uniform
- Equipment bag
- Briefing notes and Event Information Sheet
- Radio (if required)
- Warden vest (if required)



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ATTACHMENT 2 - ROLE SPECIFIC DUTIES AND RESPONSIBILITIES

POSITION	Gate Attendant
REPORTS TO	Supervisor
JOB PURPOSE	To provide a friendly welcome to patrons and ensure that only patrons with valid tickets, passes or accreditation enter the venue.

Role Overview

- Provide and maintain a friendly welcome to all patrons and be proactive in providing assistance
- Undertake tasks as requested by your supervisor
- Remain in your designated area at all times during the event
- This role requires the ability to stand for long periods of time

Event Responsibilities

- On arrival, sign in and ensure you have the necessary equipment and uniform to undertake your responsibilities
- Meet with your supervisor in your designated area in order to be briefed for the specific event
- Check your work area for any maintenance, cleaning or safety issues and report to your supervisor
- Familiarise yourself with all facilities and services available to venue patrons including nearest First Aid facilities, nearest male, female and accessible toilets, nearest catering, merchandise, ATM facilities, exit gate, smoking area, etc.
- Facilitate the timely entry of patrons with a valid ticket, pass out or accreditation using the venue's access control systems such as turnstiles and hand scanners.
- Exit scan the tickets of patrons wishing to leave the venue
- If there are any problems with tickets and/or member passes, direct patrons to your supervisor or to the nearest ticket office window
- Notify your supervisor of any person suspected of being too intoxicated to enter the venue
- Undertake any other reasonable requests from your supervisor



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- Report to your supervisor before signing off at the end of your shift

Emergency Responsibilities

- Report all incidents to your supervisor as they occur and complete incident report cards as required
- Ensure aisles, concourses and exit routes are kept clear at all times
- Be aware of the location of emergency exits, firefighting equipment and the areas for which you are responsible in the event of an emergency
- Undertake warden duties and participate in the management of any incident or emergency as directed by the nominated Area Warden or Event Supervisor

Event Specific Requirements

- For larger events, many people may not have been to the venue before so ensure you are proactive in providing them with assistance

Equipment

- Uniform
- Hand scanner (if required)
- Equipment bag
- Briefing notes and Event Information Sheet
- Radio (if required)
- Warden vest (if required)

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ATTACHMENT 3 - ROLE SPECIFIC DUTIES AND RESPONSIBILITIES

POSITION	Car Park Attendant
REPORTS TO	Supervisor
JOB PURPOSE	To ensure that only cars with the appropriate pass enter the car parks and for paid parking events, to act as a cashier where directed.

Role Overview

- Provide and maintain a friendly and proactive service to all persons utilising the car parks
- Provide sales of parking passes at events (where required)
- Remain in your designated area at all times during the event and ensure that only authorised vehicles access the car parks
- Undertake tasks as requested by your supervisor
- This role requires the ability to stand for long periods of time

Event Responsibilities

- On arrival, sign in and ensure you have the necessary equipment and uniform to undertake your responsibilities
- Meet with your supervisor in your designated area in order to be briefed for the event
- Check your work area for maintenance, cleaning or safety issues and report to your supervisor.
- Collect any keys or access devices, ensure these are secured during your shift and return them using the appropriate sign in method
- Distribute and maintain records of car park passes issued (if required)
- Familiarise yourself with all external facilities and services available to the venue patrons including locations of entrance gates and ticket windows
- Ensure that only cars with the relevant pass or who have been authorised on the venue list enter your designated car park
- Receive and count float for car park pass sales and use safe cash handling processes. Reconcile cash at the end of your shift and complete the necessary documentation (if required)Contact your supervisor if you have any issues that you are unable to resolve then contact your supervisor



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- Undertake any other reasonable requests from your supervisor
- Report to your supervisor before signing off at the end of your shift

Emergency Responsibilities

- Report all incidents to your supervisor as they occur and complete incident report cards as required
- Undertake warden duties and participate in the management of any incident or emergency as directed by the nominated Area Warden or Event Supervisor
- Remain at your designated area and secure the car park so that vehicles do not leave onto closed roads or attempt to drive through the crowds

Event Specific Requirements

- For larger events, many people may not have been to the venue before so ensure you are proactive in providing them with assistance

Equipment

- Uniform
- Safety vest and other Personal Protective Equipment (PPE)
- Car park authorisation list and/or accreditation board
- Equipment bag
- Briefing notes and Event Information Sheet
- Radio (if required)
- Warden vest (if required)
- Keys, float and car park passes (if required)

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ATTACHMENT 4 - ROLE SPECIFIC DUTIES AND RESPONSIBILITIES

POSITION	Logistics Assistant
REPORTS TO	Supervisor
JOB PURPOSE	To undertake the efficient, timely, and safety focused set up and dismantling of equipment required for events.



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Role Overview

- Provide operational support to ensure the venue set up, break down and event delivery is completed efficiently, timely, safely and to a high standard.
- Provide support services and a high level of customer service to hirers and stakeholders. Maintain a safe and presentable environment for patrons.
- Undertake tasks as requested by your supervisor
- The nature of the role requires an appropriate level of fitness to be maintained with some heavy lifting involved.

Event Responsibilities

- On arrival, sign in and collect the necessary equipment and uniform to undertake your responsibilities
- Meet with your supervisor in your designated area in order to be briefed for the event
- Set up equipment and signage at gates prior to venue opening to facilitate security searches and patron ingress. Dismantle equipment at the end of the event.
- Install accreditation boards and signage around the venue as required.
- Ensure all furniture and equipment requirements are in place as required and assist with portage of items around the venue.
- Deliver aspects of the venue's Transport Management Plan through the removal/installation of fence panels, bollards and directional signage around the ground.
- Undertake seating checks after each match to ensure repairs can be facilitated.
- Ensure radios and hand scanners are charged and check and restock staff waist bags after each event.
- Assist the car parking team and fire panel attendant as required.
- Maintain a safe and pleasant event environment for all venue users.
- At the end of the event, return all equipment and furniture to its correct and designated storage facility and store in a clean and orderly fashion. Ensure any damaged are brought to the attention of your Supervisor.
- Undertake any other reasonable requests from your supervisor.
- Report to your supervisor before signing off at the end of your shift.

Emergency Responsibility

- Report all incidents to your supervisor as they occur and complete incident report cards as required.
- In the event of an emergency, undertake task as directed by Event Control or your supervisor, which may include the removal of fence panels and bollards to facilitate emergency services and escorting of emergency service staff to incident locations.
- Be aware of the location of emergency exits and firefighting equipment.



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Event Specific Requirements

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Equipment

- Uniform
- Safety vest and other Personal Protective Equipment (PPE)
- Equipment bag
- Briefing notes and event information sheet
- Radio (if required)
- Warden vest (if required)
- Keys and access passes (if required)
- Tools (if required)



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ATTACHMENT 5- ROLE SPECIFIC DUTIES AND RESPONSIBILITIES

POSITION	Supervisor
REPORTS TO	Senior Supervisor
JOB PURPOSE	To deliver outstanding service to patrons by providing direction, assistance and a safe environment in which they can enjoy the event and undertake the frontline supervision of Event Day Staff.

- Role Overview Assist the Senior Supervisor in the efficient, effective and professional delivery and presentation of events.
- Assist with effective event management by providing prompt and appropriate responses and direction as required.
- Disseminate information relating to the event.
- Provide a high level of customer service to hirers, participants and spectators.
- Supervision of casual event day staff.
- Maintain a safe and presentable environment for patrons and staff.
- This role requires the ability to stand for long periods of time.

Event Day Responsibilities

- Assist the Senior Supervisor in ensuring Casual Event Day Staff (CEDS) are correctly positioned, are in appropriate uniform and have the necessary equipment.
- Complete checks of areas prior to gates opening and regularly during the event for maintenance, cleaning and safety issues.
- Assist the Senior Supervisor with staff briefings and ensure staff are familiar with venue facilities.
- Provide support and information to CEDS and ensure a high level of customer service is maintained at all times.
- Assist the Senior Supervisor with their duties and assume responsibility when they are on a break.
- Coordinate breaks for CEDS.
- Be the first point of contact for the escalation of issues for CEDS and be proactive in resolving any issues that arise.

Emergency Responsibilities



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- Report incidents as appropriate to the Senior Supervisor and ensure incident report cards are completed by staff as required
- Ensure aisles, concourses and exit routes are kept clear
- Be aware of the location of emergency exits and firefighting equipment and the areas for which you are responsible in the event of an emergency
- Undertake warden duties and participate in the management of any incident or emergency as directed by the nominated Area Warden or Event Supervisor

Equipment

- Uniform
- Equipment bag
- Briefing notes and Event Information Sheet
- Radio (if required)
- Warden Vest (if required)
- Keys and access passes (if required)
- Role specific equipment

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ATTACHMENT 6 - ROLE SPECIFIC DUTIES AND RESPONSIBILITIES

POSITION	Senior Supervisor
REPORTS TO	Operations and Events Officer
JOB PURPOSE	Assist with the management and the delivery of events and undertake the frontline supervision of Event Day Staff.

Role Overview

- Assist the Operations and Events Officer or designate in the efficient, effective and professional delivery and presentation of events.
- Ensure effective event management by providing prompt and appropriate responses and direction as required.
- Disseminate information relating to the event.
- Provide a high level of customer service to hirers, contractors, participants and spectators and be proactive in providing assistance.
- Supervise casual event day staff, supervisors and other event related staff, as required.
- Maintain a safe and presentable environment for patrons and staff.
- Complete evaluations and reports after events.
- Operate and control equipment as required for event staging including hand scanners, escalators, lifts, communications equipment, computers, PA and lighting.
- This role requires the ability to stand for long periods of time.

Event Day Responsibilities

- Complete checks of areas prior to gates opening and regularly during the event for maintenance, cleaning and safety issues.
- Attend a briefing with venue management and take and disseminate instructions regarding event operations.
- Greet and instruct CEDS on their duties.
- Ensure CEDS are positioned correctly, are in appropriate uniform and have the necessary equipment.



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- Conduct “on-the-job” inductions and training for CEDS and undertake performance evaluations at the conclusion of each shift. Ensure CEDS sign in and sign out and complete the supervisor run sheet to verify hours worked.
- Manage CEDS breaks and start and finish times.
- Provide support to CEDS in resolving issues and escalate or inform Event Control of issues as required.
- Complete checklists and reports as required.

Emergency Responsibilities

- Brief staff in emergency management responsibilities and ensure emergency roles are staffed at all times.
- Manage any incident or emergency and ensure staff complete incident report cards as required.
- Be aware of the location of emergency exits and firefighting equipment and the areas for which you are responsible in the event of an emergency.
- Fulfil the role of Area Warden in an emergency situation.
- Ensure exit routes, concourses and aisles are kept clear.

Equipment

- Uniform
- Equipment bag
- Radio
- Folder of briefing notes and Event Information Sheet
- Keys and access passes (if required)
- Area Warden vest
- Role specific equipment

