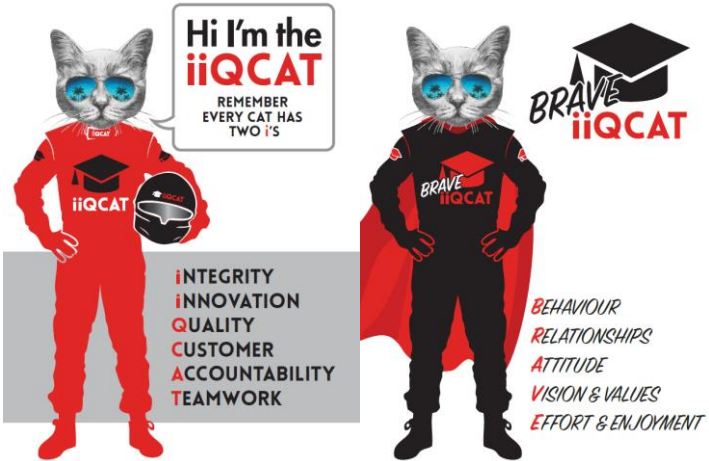


Position:	Area Manager
Division:	Venue Operations
Department:	Operations
Reporting to	Venue Manager
Direct Reports	N/A
Employment Type	Short Term Contract

Key Relationships	<p>Internal</p> <p>General Manager – Operations Division Manager – Risk & Operations Senior Manager – Operations & Customer Experience Operations Coordinator – Venue Management Venue Operations Coordinator Venue Operations – Area Managers Accreditation Coordinator/Operations Assistant Infrastructure Department Catering Department Motorsport, Entertainment & Industry Department</p> <p>External</p> <p>DOM Security (Inc. Event Staff) Phillip Island Operations Emergency Services as required Traffic and Transport Personnel as required Key suppliers and commercial partners as required Other stakeholders as relevant and appropriate</p>
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Values	<p>Knowledge of and consistent demonstration of the Corporation's iiQCAT values: Integrity, Innovation, Quality, Customer, Accountability, Teamwork.</p> 
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Corporation Objectives	To promote Melbourne and Victoria via the staging of an international sporting events - the Australian MotoGP at Phillip Island.
Governed by	The Corporation is governed by the Australian Grands Prix Act 1994 (Vic).
Standards of behaviour	The Code of Conduct for Victorian Public Sector Employees governs the behaviour of all Corporation employees.
Human Rights	The Charter of Human Rights and Responsibilities Act 2006 is a Victorian law that sets out the basic rights, freedoms and responsibilities of all people in Victoria. The Charter requires the Corporation to act compatibly with human rights, and to consider human rights when developing policies, making laws, delivering services and making decisions.

Role Objectives	<p>Pre event Period – Production and installation of various signage, infrastructure, accreditation boards and other event related material as necessary. Auditing of the site including security, facilities, amenities and potential hazards.</p> <p>Event Days - Reporting to the Venue Manager and Operations Coordinator the Area Manager – Venue Operations (contract role) will be the primary contact person for the Operations department within the designated zone/s for the Pramac Generac Australian Motorcycle Grand Prix 2019. Area Managers will be responsible for the auditing of security & event staff within designated area/zones.</p> <p>Post Event Period – removal and collection of various items as tasked by the staff roster or Venue Operation Managers.</p>
Core Responsibilities	<ul style="list-style-type: none"> • Oversee all operational activities within the allocated area in your allocated zone, including entrance gates (pedestrian and vehicle); • Complete audits on security and event staff. • Complete spot checks and audits of the site and facilities within your allocated zone/s throughout the event as required; • Complete spot checks and audits on the Security and Event Staff provider throughout the event as required; • Assist the responsible manager/s for Marketing, Sales & Commercial, Venue Operations, Infrastructure, Motorsport, Entertainment & Industry and Catering as required within the zone/s, e.g. promotional activities,

Core Responsibilities Cont....

- rider appearances, displays, food and beverage outlets and VIP hospitality facilities;
- Effectively communicate with AGPC Event Operations Centre, providing situation reports on an ongoing basis regarding operational and other event related information;
- Maintain necessary records as required;
- Assist in delivering operations plans, including but not limited to Pit Lane Walks, Track Invasion, Main Straight Walk etc.
- Be familiar with both the Emergency Management Plans and Traffic and Transport Plans, and follow instructions from Event Operations Centre relating to any emergency response coordination, or Traffic liaison with the Traffic and Transport Coordination Centre and their contractors;
- Complete a debrief report at the end of the Event outlining any recommendations that you may have on improving Operations for the 2019 event;
- Coordinate contractors as directed;
- Complete tasks as directed; and
- Other reasonable duties as directed by the General Manager Operations or the Division Manager – Operations.

Governance

Adhere to Corporation policies, procedures, and directives regarding standards of workplace behaviour in completing job duties and assignments.

Conducting every aspect of work in a trustworthy, reliable and transparent manner, and maintaining the highest ethical standards.

Customer Service

Putting internal and external customers first, building strong relationships and ensuring that the approach is responsive to the needs of the internal/external customer.

Encouraging openness and trust by sharing information widely, listening, welcoming constructive challenge and encouraging free dialogue.

Continuous Improvement

Taking initiative to improve operations/services/products and systems so that they are consistent with the Corporation's strategic direction and values; incorporating innovation and experimentation into daily work.

Health and Safety

	<p>To assist the Corporation in meeting its health and safety obligations you will be required to:</p> <p>Actively participate in the reporting of hazards, incidents and near misses.</p> <p>Take corrective action to address or mitigate any risks or hazardous situations throughout the course of your work.</p> <p>Take reasonable care for your own health and safety, and for the health and safety of others.</p> <p>Adhere to the Corporation's various policies, procedures, work practices and standard operating procedures.</p> <p>Perform your role in accordance with any specific responsibilities as outlined in the Corporation's safety management system.</p> <p>To enable the Corporation to meet its obligations for providing a healthy and safe working environment for you, you must inform your manager of any issues which may impact your ability to safely perform your role.</p> <p><u>Environmental Considerations</u></p> <p>Cooperate with the Corporation regarding caring for the environment, by acting in a sustainable way and minimising environmental impact by adhering to the Corporation's policies, procedures and work practices.</p>
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PERSON SPECIFICATION

Qualifications and Experience	<p>Desirable:</p> <ul style="list-style-type: none"> Experience in the event management industry particularly in delivering large scale events.
Relevant Traits and Characteristics	<p>Customer Service</p> <ul style="list-style-type: none"> Demonstrated achievement in and enthusiasm for the provision of quality customer service. Immediately respond to customers needs or concerns to ensure the quality of service meets agreed standards. <p>Teamwork, Adaptability and Resilience</p> <ul style="list-style-type: none"> Demonstrated commitment to teamwork and the maintenance of a supportive work environment. Ability to work effectively as part of a team in a fast-changing environment. Keeping calm by demonstrating a capacity to positively deal with unanticipated problems and changing circumstances. <p>Interpersonal, Verbal and Written Communication</p>

	<ul style="list-style-type: none"> • Well-developed written communication ability. • Strong interpersonal and communication skills. • An ability to liaise, negotiate and constructively provide and accept feedback from staff at all levels.
Uniform, Accommodation, Food and Refreshments	<ul style="list-style-type: none"> • Uniform will be provided by AGPC; • Accommodation at Phillip Island whilst employed by AGPC during the contract period will be provided; • Breakfast, lunch, dinner and refreshments will be provided each day; • Transportation to and from Phillip Island is not included.