


<b>Position:</b>	Project Officer - Customer Experience, Accessibility & CSR
<b>Division:</b>	Venue Operations
<b>Department:</b>	Operations
<b>Reporting to</b>	Senior Manager – Operations and Customer
<b>Employment Type</b>	Contract event role

<b>Key Relationships</b>	<p><b>Internal</b></p> <p>Executive Leadership Team</p> <p>Senior Leadership Team</p> <p>Operations Department</p> <p>Corporate Affairs and Community Department</p> <p>Sales and Commercial Department</p> <p>Marketing and Experience Department</p> <p>Legal Department</p> <p>Business Services Department</p> <p>Venue Design Operating Committee (VDOC)</p> <p>VDOC Steering Committee</p> <p><b>External</b></p> <p>Get Skilled Access</p> <p>Kinlab</p> <p>Other stakeholders as relevant and appropriate</p>
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<b>Values</b>	<p>Knowledge of and consistent demonstration of the Corporation's iiQCAT values: Integrity, Innovation, Quality, Customer, Accountability, Teamwork.</p> 
<b>Corporation Objectives</b>	<p>To create value for the state of Victoria.</p> <p>Our corporate strategy is underpinned by six strategic pillars:</p> <ul style="list-style-type: none"> <li>• Build a powerful organisation and culture</li> <li>• Secure the future of our events</li> </ul>

	<ul style="list-style-type: none"> <li>• Connect people to business, brands and our sport</li> <li>• Understand our customers and attract new audiences</li> <li>• Inspire the future by driving technology and innovation</li> <li>• Diversify and increase revenues to ensure our success</li> </ul> <p>More specifically, we exist to promote Melbourne and Victoria via the staging of two international sporting events - the Formula 1 Australian Grand Prix at Albert Park and the Australian MotoGP at Phillip Island.</p>
<b>Governed by</b>	The Corporation is governed by the Australian Grands Prix Act 1994 (Vic).
<b>Standards of behaviour</b>	The Code of Conduct for Victorian Public Sector Employees governs the behaviour of all Corporation employees.
<b>Human Rights</b>	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.

<b>Role Objectives</b>	<ul style="list-style-type: none"> <li>• This project officer role will focus on supporting the areas of Customer Experience, Accessibility, and Corporate Social Responsibility (CSR).</li> <li>• Support AGPC's project teams to achieve the Formula One 2022 event mission statement of "GP22 will see AGPC reclaim our hard-earned place as the world's best F1 event, by creating memories that last a lifetime. We are committed to delivering exhilarating, engaging and best-in-class experiences by empowering our people, customers, community and partners. This is our time to inspire, innovate and put our event back on the world stage – where it belongs"</li> <li>• Achieve the five strategic event pillars of venue, zones, and sense of arrival, customer experiences, new products assets and revenue streams, corporate social responsibility, positioning and communications.</li> </ul>
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<p><b>Core Responsibilities</b></p>	<ul style="list-style-type: none"> <li>• Organising meetings/agendas/presentation documents and reports</li> <li>• Coordinating project documentation and maintaining strong governance in all aspects of each project</li> <li>• Report on the progress and status of all projects</li> <li>• Managing relationships with internal departments and key stakeholders</li> <li>• Coordinating project planning sessions</li> <li>• Coordinating staff and internal resources responsible for project deliverables</li> <li>• Monitoring project deadlines and ensuring they stay on track to be delivered</li> <li>• Management of Planner project initiatives page</li> <li>• Drive research and investigations into concepts and creative initiatives</li> <li>• Develop business cases and funding requests as required by each project</li> <li>• Assist in the development and design of new assets and products</li> <li>• Assist in the design and implementation of site presentation and fit-out initiatives</li> <li>• Complete signage order requests, furniture orders, graphic design and video briefs</li> <li>• Undertake risk assessments and structural integrity investigations with relevant staff and experts</li> <li>• Together with key business stakeholders, continue to add and develop new concepts for investigation into project registers</li> <li>• Seek approval for projects and request the addition of approved products and initiatives onto circuit plans and relevant collateral</li> <li>• At the reasonable request of your Manager, General Manager and/or the Chief Executive Officer, role responsibilities may be altered at any time. Changes will be tied to the AGPC strategic objectives, workforce planning and the structural alignment of the Corporation.</li> </ul> <p><b><u>Governance</u></b></p> <ul style="list-style-type: none"> <li>• Adhere to Corporation policies, procedures, and directives regarding standards of workplace behaviour in completing job duties and assignments.</li> <li>• Conducting every aspect of work in a trustworthy, reliable and transparent manner, and maintaining the highest ethical standards.</li> </ul>
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## **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**

- To assist the Corporation in meeting its health and safety obligations you will be required to:
- Actively participate in the reporting of hazards, incidents and near misses.
- Take corrective action to address or mitigate any risks or hazardous situations throughout the course of your work.
- Take reasonable care for your own health and safety, and for the health and safety of others.
- Adhere to the Corporation's various policies, procedures, work practices and standard operating procedures.
- Perform your role in accordance with any specific responsibilities as outlined in the Corporation's safety management system.
- 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.

## **Environmental Considerations**

- 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.

## SELECTION CRITERIA

<b>Qualifications and Experience</b>	<ul style="list-style-type: none"> <li>• Proven and strong Project management skills</li> <li>• Preference for delivering Customer related projects.</li> <li>• Strong organisational skills, including time management and ability to balance multiple projects with keen attention to detail.</li> <li>• Highly developed interpersonal skills with the proven ability to build effective relationship and communicate with a diverse range of people both internal and external.</li> <li>• Outstanding interpersonal, communication and relationship management skills</li> <li>• Proven ability to manage change in a complex work environment.</li> </ul>
<b>Relevant Traits and Characteristics</b>	<p>Customer Service:</p> <ul style="list-style-type: none"> <li>• Demonstrated commitment to teamwork and the maintenance of a supportive work environment.</li> <li>• Ability to work effectively as part of a team in a fast-changing environment.</li> <li>• Keeping calm by demonstrating a capacity to positively deal with unanticipated problems and changing circumstances.</li> <li>• A commitment to collaborate effectively with colleagues across the business.</li> </ul> <p>Interpersonal, Verbal and Written Communication:</p> <ul style="list-style-type: none"> <li>• Strong interpersonal and communication skills.</li> <li>• An ability to liaise, negotiate and constructively provide and accept feedback from staff at all levels.</li> </ul> <p>Organisation and Planning:</p> <ul style="list-style-type: none"> <li>• Organisational and planning skills in managing a personal workload in a busy environment with conflicting demands.</li> <li>• Ability to effectively prioritise and meet deadlines.</li> </ul> <p>Continuous Learning and Professional Development:</p> <ul style="list-style-type: none"> <li>• Demonstrated commitment to continual professional and personal development</li> </ul>