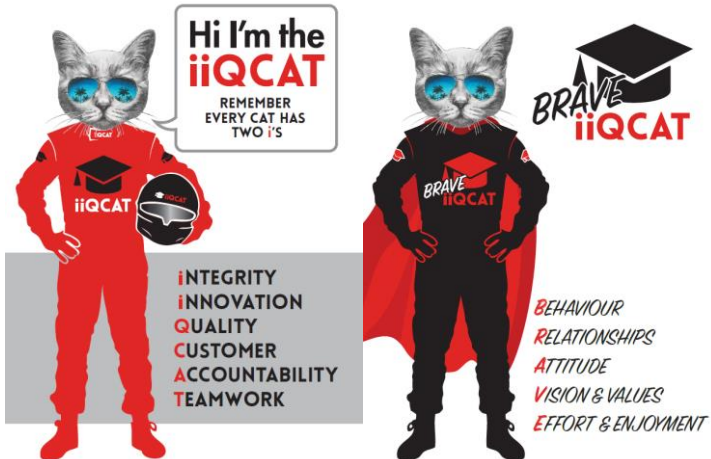


Position:	Event Workforce Coordinator
Division:	Venue Operations & Risk
Department:	Operations
Reporting to	Venue Manager
Direct Reports	Nil
Employment Type	Full Time- 9 Month Role

Key Relationships	<p>Internal</p> <p>General Manager – Operations Division Manager – Operations & Risk Senior Manager – Operations & Customer Senior Manager – Risk and Resilience Customer & Community Operations Manager Accreditation and Customer Coordinator Operations Coordinator Broader Operations department Finance People, Performance and Culture Sales & Commercial Marketing and Experiences Corporate Affairs & Communications Other internal stakeholders as relevant and appropriate</p> <p>External</p> <p>External agencies Key suppliers and commercial partners Other stakeholders as relevant and appropriate.</p>
--------------------------	--

Values	<p>Knowledge of and consistent demonstration of the Corporation's IIQCAT values: Integrity, Innovation, Quality, Customer, Accountability, Teamwork.</p>  <p>The graphic features two cats in racing suits. The cat on the left is in a red suit with 'iiQCAT' on the chest. The cat on the right is in a black suit with a red cape and 'BRAVE iiQCAT' on the chest. Between them is a speech bubble that says 'Hi I'm the iiQCAT' and 'REMEMBER EVERY CAT HAS TWO I'S'. To the right of the cats is a graduation cap with 'BRAVE iiQCAT' next to it. Below the cats is a list of values: INTEGRITY, INNOVATION, QUALITY, CUSTOMER, ACCOUNTABILITY, TEAMWORK. To the right of the list is another list: BEHAVIOUR, RELATIONSHIPS, ATTITUDE, VISION & VALUES, EFFORT & ENJOYMENT.</p>
---------------	---

Corporation Objectives	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.
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>Be an integral part of the Venue Operations & Risk Team, effectively coordinating the event workforce functions associated with the Formula 1 Australian Grand Prix at Albert Park and the Australian Motorcycle Grand Prix at Phillip Island.</p> <p>Ensure all casual staffing administration for security, patron services and host staff is up to date including rosters, deployment plans, and training documentation.</p> <p>During events, work with suppliers to supervise, coordinate and audit event staff to ensure the highest level of customer service is delivered to our fans.</p>
Core Responsibilities	<p><u>Event Workforce Planning</u></p> <ul style="list-style-type: none"> • Coordinate the security, patron services and host rosters and ensuring its accuracy and a satisfactory level of coverage across the circuit expected at an international event and in accordance with AGPC's Event Workforce Standards. • Event workforce planning in accordance with the venue operations project plan and deliverables. • Support in planning meetings with security and event staff contractor/s in the lead up to each event to ensure clarity of roles, responsibilities, expectation, and on-site delivery. • Coordination and development of security and event staff related documentation that are critical to the workforce delivery.

- Coordination of all event workforce training working with stakeholders to deliver relevant training to event time staff.
- Liaise with other departments to understand and implement their security, event staff and host requirements and manage the relationship between the providers and other stakeholders.
- Implement effective event workforce standards to ensure adequate protections and security measures are in place.
- Produce pre and post event financial reports for Venue Manager to review ensuring cost controls are in place.
- Creation and continuous updating of a complete security and event staff suite, including briefing notes and map reference for each position.
- Supporting the creation and updating of the Deployment plan to ensure accuracy and timely information shared to suppliers.
- Keep the budget updated to accurately reflect the workforce rosters.
- Facility Management ordering for all on site requirements for event workforce staff.
- Actively participate in the Venue Design and Operations Committee process to ensure appropriate rostering is actioned.
- Further to the day-to-day security management, actively participate in Emergency Management Planning, Security by Design Planning, Event Threat Preparedness, and the Police and Emergency Services Committee (PESC).
- Support the Venue Manager to effectively manage the Security, Patron Services and Host staff contract for each event, and ensure the safety, security and enjoyment of all patrons is maximised.
- Continuously improve rostering processes with key partners, and explore cost saving efficiencies

Event time

- Monitor the performance of the security and event staff contractors accountable to set KPIs and Security Standards set out by the AGPC.
- Implement monitoring programs that regularly check the integrity and effectiveness of security measures and promptly address corrective actions.
- Facilitate the reporting and confirmation, each event morning of all security and event staff in the correct location.

- Implement any required on the ground roster changes.
- Work with security and patron services contractors to ensure smooth delivery of required contract deliverables during event time including dynamic positioning.
- Oversee the operational requirements from an event workforce perspective for ancillary events including Behind the Scenes Day, Main Straight Walks, Media activities, Pit Lane Walks, Sponsor events and other activities that are created at each event.
- Direction of the Security and Event Staff in the campgrounds.
- Support the customer experience functions and event day requirements.
- Other ad hoc operational duties as required.

Post Event

- Post event workforce survey development, distribution, analysis and recommendations and improvements to implement.

At the reasonable request of your Venue Manager, Senior Manager, Division Manager; General Manager and/or the Chief Executive Officer, role responsibilities may be altered at any time. Changes will be tied to the Corporation's strategic objectives, workforce planning and the structural alignment of the Corporation.

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

	<p>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.</p> <p><u>Health and Safety</u></p> <p>To assist the Corporation in meeting its health and safety obligations you will be required to:</p> <ul style="list-style-type: none"> • 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. <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>
--	--

PERSON SPECIFICATION

Qualifications and Experience	<p>A degree qualified in either event management, human resources, or business is desirable.</p> <p>Significant project management and/or event management experience, ideally in the major sporting event industry is required.</p> <p>Knowledge of operations staffing requirements for large scale events.</p> <p>Adobe and Microsoft Suite knowledge is preferable.</p>
--------------------------------------	---

Relevant Traits and Characteristics

The Venue Operations & Risk department prides itself on being a high-performing, inclusive, dynamic, innovative and supportive team. The desired candidate would need to seamlessly fit into the culture and values of the team. Further below traits are also required:

Customer Experience

- Demonstrated achievement in and enthusiasm for the provision of quality customer experience
- Prompt responsiveness to customer needs or concerns to ensure the quality of service meets agreed standards

Contractor Management

- Able to effectively compile, process and deliver the contractor management process
- Be able to confidently liaise with a broad range of contractors to effectively enforce compliance procedures and delivery of service level agreements

Teamwork, Adaptability and Resilience

- 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

Interpersonal, Verbal and Written Communication

- 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

Organisation and Planning

- Organisational and planning skills in managing a personal workload in a busy environment with conflicting demands
- Ability to meet deadlines
- Demonstrate strong attention to detail when creating and updating rosters and documentation

Technology

- Experience in the use of Microsoft desktop products such as Word, Excel, Outlook and PowerPoint
- Experience in information management systems, including internet and on-line environments

	<p>Continuous Learning and Professional Development</p> <ul style="list-style-type: none"> • Demonstrated commitment to continual professional and personal development • Be innovative in all approaches to tasks and responsibilities
<p>Uniform, Accommodation, Food and Refreshments</p>	<ul style="list-style-type: none"> • Event uniform will be provided by AGPC; <p>In relation to travel for the purpose of Moto GP at Phillip Island:</p> <ul style="list-style-type: none"> • Accommodation at Phillip Island during the event period will be provided; • Breakfast, lunch, dinner and refreshments will be provided each day. <p>Transportation to and from Phillip Island is not included.</p>