

POSITION DESCRIPTION

Position Title:	Showground Operations Coordinator	Position Code:	5-SHOC
Division:	Culture and Economy	Grade:	G
Location:	Dubbo	Hours/Week:	38
Reports to:	Manager Regional Events		
No. Direct Reports:	2	No. Indirect Reports	Nil

Primary Purpose of Position

The Showground Operations Coordinator is responsible for the efficient operation of Dubbo Showground for the use by commercial and community events including agricultural shows and events, large-scale community events, business meetings and sporting activities such as horse events. This position provides a diverse and challenging work environment having key accountabilities in both facility management and event management.

This venue management position oversees staff and contractors, provides the professional support for all hirers and is the venue event coordinator for all events onsite. This position also supports the strategic planning of the branch and facilities for effective long-term management of assets.

Key Accountabilities / Duties

Key Result Area	Primary Activities
Business and Service Performance	<ul style="list-style-type: none"> Support the strategic development of the branch through identifying and developing initiatives, including cross business marketing or service opportunities in the pursuit of ongoing improvement and improved performance of Dubbo Showground. Clearly identify, prioritise and budget for business, social, cultural development needs and opportunities in consultation with internal and external stakeholders. Ensure operational excellence through analysis and identification of opportunities that create performance efficiencies in operational processes. Manage and implement the continuous improvement initiatives, ensuring the appropriate mitigations are considered to minimise or eliminate any impact to the business. Create, monitor and drive reporting systems to analyse and measure business performance (ie: events) including customer satisfaction, services, programs and services full costs and profitability. Ensure the provision of high quality customer service to all event hirers and stakeholders by managing effectively the capability of the Dubbo Showground to service a variety of clients and customers

Key Accountabilities / Duties

Event & Facility Operations	<ul style="list-style-type: none"> • Manage the event delivery process for all events onsite including client satisfaction, WHS requirements, and Council requirements. • Manage implementation of improvement initiatives and drive a customer focused culture that delivers on customer satisfaction, sound business management practices and performance. • Develop financial models and budgets to support the long term sustainability and ongoing development of Dubbo Showground for events and licensees. • Ensure responsible operational and WHS management practices at event and facilities to ensure staff, community and visitor safety and management of corporate risk. • Oversee marketing related activities of the facilities to ensure optimal use, attraction of customers and income and positive promotion of the facilities to internal and external stakeholders.
Experience & Product Development	<ul style="list-style-type: none"> • Support the development and deliver on long term masterplans for the facilities. • Identify funding opportunities through grants and other financial sources aligning with the strategic plan • Ensure effective monitoring and responses to grant opportunities and strategic partnerships with community, industry and government. • Ensure ongoing innovation and collaboration in building the regional events industry and opportunities to develop industry capability and capacity.
Contract Management	<ul style="list-style-type: none"> • Manage the work of contractors and other third parties in relation to the showground • Oversee and monitor for compliance Showground Licensees • Ensure all clients / contractors comply with the requirements of Council to use the premises including, but not limited to providing public liability, signing contracts and adhering to WHS regulations.
Asset Management	<ul style="list-style-type: none"> • Develop and oversee implementation of Asset Management Plans, including cyclical maintenance. • Oversee major capital development projects in the development of new initiatives to enhance client, user and visitor experience and satisfaction. • Fulfil asset management responsibilities in accordance with the corporate asset management policies, strategy and framework • Ensure effective service delivery and provide the most efficient life cycle cost for the required asset benefit. • Undertake Risk Management as part of fulfilling Asset Management responsibilities.

Key Accountabilities / Duties	
	<ul style="list-style-type: none"> Replace assets or develop new assets in accordance with asset management plan and procedures.
Leadership	<ul style="list-style-type: none"> Lead in a professional and ethical manner, promoting the vision, purpose and values of the organisation Form positive, collaborative and customer-focused relationships with internal and external stakeholders Provide the communication link from the Manager Regional Events to the members of your team To provide leadership for the showground staff so as to provide an efficient and effective service, together with promoting a positive image of Council.
Team/People Management	<ul style="list-style-type: none"> Foster a culture that values its people and encourages and supports customer focus, integrity and one team Supervise your team and their duties ensuring that individual accountabilities and performance are monitored and achieved. In conjunction with HR policies, make recommendations to the Manager on appointments, promotions and terminations of staff under your control. Ensure that the organisation's policies and procedures are fully understood and adhered to by your team. Ensure appropriate communication to your team to ensure awareness of relevant key issues Coordinate the work activities of the staff
Corporate Reporting, planning and Monitoring	<ul style="list-style-type: none"> Assist Manager Regional Events in providing branch input and implementing the following strategic plans & documents; <ul style="list-style-type: none"> Management Plan Business Plan Agreed brief Branch Budget Provide input into corporate plans, reports, programs, and policies as required.

Inherent Requirements of the Position
<ul style="list-style-type: none"> Hep A & B Vaccinations Construction Induction Card Willingness to undertake further studies and training as required Governor's liquor licence LF forklift licence (or ability to obtain) LS front end loader licence The position is issued with a Council mobile phone which must be carried at all times

- Ordinary spread of hours is over Monday to Sunday, weekend work may be required dependant on event bookings.
- This position is required to work indoors and outside, in public and non-public areas as part of the role, thus a reasonable level of fitness and good manual handling technique are inherent requirements of the role.
- This position is required to wear an approved DRC uniform at all times.

Selection Criteria

Essential

1. Diploma qualifications and/or extensive experience in facility management, event management, project management or related discipline
2. Demonstrated ability and experience in coordinating the preparation of and hosting multiple events simultaneously.
3. Extensive experience in managing operational teams to deliver quality outputs, demonstrating skills in leadership, contract management and total asset management
4. Demonstrated experience in managing a facility or business
5. Highly developed skills in communication further demonstrating skills in leadership, negotiation and facilitation
6. Demonstrated competence in Microsoft Office Programs including MS Word, MS Excel, and Outlook.

Desirable

7. MR class Drivers Licence
8. Experience in strategy development and contract development

Organisation Wide Accountabilities

Corporate Values

All employees have a responsibility to uphold the values of Dubbo Regional Council being:

- Progressive
 - Be curious, courageous and committed
- Sustainable
 - Balanced approach to growth and opportunity
- One Team
 - Working together
- Integrity
 - Accountable for our actions

Work Health and Safety

All employees are responsible for the Work Health and Safety (WHS) for Dubbo Regional Council and their duties include:

- Complying with Council's WHS policies and procedures
- Working with due diligence and consideration to safeguard their own health and safety and the health and safety of others
- Reporting any potential hazards, incidents or injuries to their Supervisor or People, Culture & Safety within 48 hours
- Participating in any WHS consultation arrangements

	<ul style="list-style-type: none"> • Complying with any Return to Work Plan if injured and supporting rehabilitation in the workplace • Correctly using all personal protective equipment • Complying with emergency and evacuation procedures and site rules if applicable • The Chief Executive Officer, Directors (Officers), Managers and On-Site Supervisors have additional responsibilities as defined in the Dubbo Regional Council Work Health and Safety and Consultation Policy
Sustainability	Staff will give equal priority to improving and enhancing Council's economic, social and environmental outcomes by integrating sustainability into all decision making processes. This includes continuously increasing efficiencies, reducing resource use, sustainable procurement, maintaining service levels and protecting our natural assets. It is expected that all staff can demonstrate awareness and participation in sustainable work practices.
Code of Conduct and Equal Employment Opportunity	<p>Staff will, at all times, adhere to:</p> <ul style="list-style-type: none"> • Council's adopted Code of Conduct. • Council's Anti-Discrimination, Harassment and Equal Employment Opportunity Policy to foster a fair and equitable workplace free of illegal discrimination, harassment and bullying behaviour.

Acceptance:

I, _____ confirm I have read and understood the Position Description. As the incumbent of this position, I agree to work in accordance with the requirements of the position and will abide by Dubbo Regional Council's policies and procedures.

I understand this Position Description is designed to guide the responsibilities and activities to be undertaken in this position and is not intended to be an exhaustive list. I acknowledge that the organisation, in response to changing priorities, may vary tasks and responsibilities from time to time.

Signature:

Date: