

Event Security Officers

Venues NSW has the responsibility and privilege of managing several stadium and entertainment precincts across NSW including Sydney's original home of sport, the Sydney Cricket Ground and the brand-new Allianz Stadium located at Moore Park.

ABOUT THE ROLE

Venues NSW was formed in December 2020 and is a commercially focused arm of the NSW Government. We collaborate closely with Destination NSW, major sporting codes and promoters to excite and entertain the people of NSW with a rich and varied calendar of major events. This role is based at the Moore Park headquarters of Venues NSW.

We are currently seeking suitably qualified and customer service focussed women and men to join the friendly Event Security team to work at the numerous sporting and entertainment events run at both the Sydney Cricket Ground and the future Sydney Football Stadium throughout the year.

ABOUT YOU

To be considered for these roles, you will require the minimum qualifications:

- Previous experience in stadiums or hospitality
- NSW Security License Class 1AC
- Responsible Service of Alcohol
- Senior First Aid Certificate
- NSW Drivers Licence Class C

Ideally you will have at least 1-year minimum experience in a similar venue crowd control or security related role. You will have a customer service background, possess strong verbal and written communication skills. Your manner will be friendly, confident and helpful, you are an excellent team player, and you will 'think outside the square' in your approach to problem solving.

HOW TO APPLY

Please obtain a copy of the role description from the employment section of our website at <https://www.venuesnsw.com/page/employment> select **two of the key accountabilities** and provide a one paragraph summary demonstrating how you met/achieved the results of the accountabilities in a previous role.

Please ensure your application includes covering letter (maximum two pages) and an up-to-date resume which clearly details your skills and experience as relevant to this role.

APPLICATIONS CAN BE EMAILED TO: hadmin@venuesnsw.com

APPLICATIONS CLOSE: Friday 14 July 2023

Please note: Applicants must be Australian citizens or permanent residents and will be required to undertake a National Police Clearance check.

Venues NSW values social and cultural diversity and is committed to providing a safe and healthy work environment and the principles of workplace gender equality. Indigenous Australians are encouraged to apply.

POSITION DETAILS	
TITLE	Event Security Officer
DEPARTMENT	Facilities
LOCATION	Moore Park
REPORTS TO	Event Security Coordinator
TYPE	Employee
CLASSIFICATION	Casual

1. VENUES NSW PURPOSE

Venues NSW was formed in December 2020 and is a commercially focused agency of the NSW Government. We have the responsibility and privilege of hosting the biggest and best sporting and live entertainment events for the people of NSW, hosting 5 million people at 500 events across our five distinct precincts, six stadiums and two entertainment centres.

2. POSITION PURPOSE

To ensure our guest receive a positive customer service experience by providing memorable greetings, exceptional service delivery and resolving guest problems as well as providing an efficient and effective level of security and safety.

3. KEY ACCOUNTABILITIES

- Perform bag searches, magnetometer wand and monitor the behaviour of patrons as they enter our venues;
- Ensure patrons enter the venue safely and are directed effectively towards their seats;
- Ensure accreditation requirements for specific areas are followed including checking identification and making sure unauthorised patrons do not access our venues;
- Handle patron problems in an efficient and professional way and escalate an issue to a Security Supervisor where required;
- Confidently assist with the eviction of a patron who is breaking Venues NSW policy/Conditions of Entry;
- Good verbal communication skills and usage of two-way radio when conducting duties;
- Have a detailed knowledge of emergency evacuation procedures and the role Event Day Security holds in each position across our venues;
- Safely and efficiently evacuate members of the public in an emergency situation without difficulty;
- Monitor patron behaviour and handle patron behaviour problems;
- Address basic first aid situations and escalate to paramedics on site when necessary
- Understands responsible service of alcohol including adequately checking identification when required;
- Work closely with the Police and know when and how to escalate matters to them;
- Report any guest problems relating to responsible service of alcohol, intoxication levels, lengthy queues and any other problem that may arise to the appropriate person/persons; and

- Understand the five main areas of our venue - Public, Members and Corporate. Assist guests from any of three areas with their enquiry or problem.

*** This is a non-exhaustive list and may vary as business needs change.**



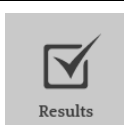
4. KEY CHALLENGES



- Fans First - invite interactions with a confident and approachable posture, gestures and facial expressions. Commit to engaging eye contact, smiles, verbal welcomes and farewells
- Service Delivery- Anticipate issues and is pro-active in approach. Immediately respond to patron's needs and feedback by listening and providing a solution
- Professional Appearance and Presentation- Always presents a professional image. Appears well groomed in clean and pressed uniforms
- Superior Knowledge- Consistently strived to demonstrate superior knowledge of our venues, values, events, partners, products and services
- Reinforce Safety and Security - Consistently demonstrates awareness of risks in a caring and responsible manner

5. KEY RELATIONSHIPS

WHO	WHY
<ul style="list-style-type: none"> • Event Security Manager 	<ul style="list-style-type: none"> • Assist with staffing events and ensuring they run smoothly.
<ul style="list-style-type: none"> • Event Day Security/Supervisors 	<ul style="list-style-type: none"> • Communicate and assist with addressing crowd safety issues.
<ul style="list-style-type: none"> • Security Coordinator 	<ul style="list-style-type: none"> • Communicate and advise on any roster and staffing coordination issues for events.
<ul style="list-style-type: none"> • Customer Service Team leaders/Supervisors 	<ul style="list-style-type: none"> • Work with and support on resolving problems and providing customer service to guest and members.
<ul style="list-style-type: none"> • Members and Patrons 	<ul style="list-style-type: none"> • Liaise with guests to resolve problems and provide customer service.

6. CAPABILITIES OF THE ROLE

CAPABILITY GROUP	CAPABILITY NAME	LEVEL
 Personal Attributes	Display Resilience and Courage Act with Integrity Manage Self Value Diversity and Inclusion	Foundational Foundational Foundational Foundational
 Relationships	Communicate Effectively Commit to Customer Service Work Collaboratively Influence and Negotiate	Foundational Foundational Foundational Foundational
 Results	Deliver Results Plan and Prioritise Think and Solve Problems Demonstrate Accountability	Foundational Foundational Foundational Foundational

 <p>Business Enablers</p>	Finance Technology Procurement and Contract Management Project Management	N/A N/A N/A N/A
 <p>People Management</p>	Manage and Develop People Inspire Direction and Purpose Optimise Business Outcomes Manage Reform and Change	N/A N/A N/A N/A

7. FOCUS CAPABILITIES OF THE ROLE

CAPABILITY GROUP ANDNAME	BEHAVIOURAL INDICATORS
Personal Attributes <i>Act with Integrity</i>	<ul style="list-style-type: none"> • Be open to new ideas and approaches. • Offer own opinion, ask questions and make suggestions. • Adapt well to new situations. • Do not give up easily when problems arise. • Stay calm in challenging situations.
Personal Attributes <i>Value Diversity</i>	<ul style="list-style-type: none"> • Acknowledge and be responsive to diverse experiences, perspectives, values and beliefs. • Be open to the inputs of others. • Work to understand the perspective of others.
Relationship <i>Communicate Effectively</i>	<ul style="list-style-type: none"> • Speak at the right pace and volume for varied audiences. • Allow others time to speak. • Display active listening. • Explain things clearly. • Be aware of own body language and facial expressions. • Write in a way that is logical and easy to follow.
Relationship <i>Commit to Customer Service</i>	<ul style="list-style-type: none"> • Understand the importance of customer service. • Help customers understand the services that are available. • Take responsibility for delivering services which meet customer requirements. • Keep customers informed of progress and seek feedback to ensure their needs are met. • Show respect, courtesy and fairness when interacting with customers.
Relationship <i>Work Collaboratively</i>	<ul style="list-style-type: none"> • Work as a supportive and co-operative team member, share information and knowledge others' efforts. • Respond to others who need clarification or guidance on the job. • Step in to help others when workloads are high. • Keep team and supervisor informed of work tasks.
Results <i>Deliver Results</i>	<ul style="list-style-type: none"> • Complete own work tasks under guidance, within set budgets, timeframes and standards. • Take the initiative to progress own work.

	<ul style="list-style-type: none"> • Identify resources needed to complete allocated work tasks. • Seek clarification when unsure of work tasks.
Results <i>Think and Solve Problems</i>	<ul style="list-style-type: none"> • Find and check information needed to complete own work tasks. • Identify and inform supervisor of issues that may impact on completion of tasks. • Escalate more complex issues and problems when these are identified. • Share ideas about ways to improve work tasks and solve problems. • Suggest improvements to work tasks for the team.

8. ROLE DIMENSIONS	
Decision Making	This role has limited operational decision-making responsibility however must make effective decisions in relation to dealing with customer service problems.
Dimensions	This role will work closely with our patrons which make up crowds of up to 50, 000 people. This position works within an event day team of around 450 people.

9. QUALIFICATIONS/EXPERIENCE	
Essential	<ul style="list-style-type: none"> • Minimum of one (1) years' experience working in a customer service environment. • NSW Security License Class 1AC • Responsible Service of Alcohol • Senior First Aid Certificate • NSW Drivers Licence Class C
Desirable	<ul style="list-style-type: none"> • Previous experience in stadiums or hospitality

10. POLICIES
In accordance with the Code of Ethics and Conduct for NSW Government sector employees Venues NSW has formalised a suitable code of conduct for its employees and contracted activities. It is the responsibility of staff to know, understand and comply with all ethical and legal obligations that apply to them.

11. OTHER REQUIREMENTS
<ul style="list-style-type: none"> • Flexibility in work hours including weekends, public holidays and out of hours work • Must attend staff training, workshops and meetings as and when required • All workers are required to follow Venues NSW Work Health & Safety Policy and associated health and safety procedures as a condition of employment.

Name: _____ Signature: _____

Date: _____

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ROLE TYPE	Employee
DIVISION	Safety, Security and Facilities
ANZSCO CODE	442213
PCAT CODE	1332292
DATE	June 2023