

Role Statement



TITLE OF POSITION: Venue Operations Officer – Adelaide Super-Drome
CLASSIFICATION LEVEL: OPS-3

Organisation Overview

The Department of Planning, Transport and Infrastructure (DPTI) serves the South Australian community by providing safe, effective and efficient planning, transport and infrastructure networks across the state and facilitating development of the State's Infrastructure, in accordance with South Australia's Strategic Plan and the State Infrastructure Plan.

DPTI is a values based organisation and relies on its people to live the values through positive behaviours to improve outcomes for employees and all South Australians.

By working together we capitalise on a unique and powerful opportunity – to connect with every part of our community and deliver positive outcomes every day.

Division

The Development Division comprises five directorates: Investment Management, Architecture and Built Environment, Planning and Transport Policy, Property and the Office Recreation and Sport.

Office for Recreation and Sport

The Office for Recreation and Sport (ORS) is the lead agency for the Government's policy on sport and active recreation. ORS supports sport and recreation organisations through the development of policy, programs and resources, the provision of funding, recreation and sport planning, infrastructure development, elite sport pathways and the promotion of physical activity.

Role Overview

The Venue Operations Officer – Super-Drome is responsible for the effective operation of the Adelaide Super-Drome, an ORS sporting venue. The position ensures the success of sporting events and functions hosted at the venue and is required to establish and maintain effective partnerships with tenants, service providers, operational staff, event stakeholders and members of the cycling community, including the state sporting organisation, international teams and clubs.

Directorate: Development Division
Position Number: OR0024
ANZCO Code: 1499
Location: ORS - Kidman Park



Government of South Australia
Department of Planning,
Transport and Infrastructure

Key Outcomes of the Role

The Venues Operations Officer is responsible for the effective operational management of the Adelaide Super-Drome, by:

- Provide timely, responsive administrative and project support to operational activities which foster an environment of continuous improvement and best practice to enable business systems to meet the Departments' statutory, regulatory, audit and operational requirements.
- Coordinating venue equipment and grounds to ensure the effective running of the venue and its programs/events.
- Facilitate the delivery of a range of hire agreements.
- Implementing maintenance programmes, to ensure the venue and equipment readiness for and availability for effective delivery of programs/events.
- Addressing queries from, and providing support to, tenants and other users of the venue, including during periods outside of normal working hours.
- Demonstrating knowledge of the sport and recreation industry, well developed interpersonal skills through effective consultation with the industry, and ability to prepare written advice on specialist product or services.
- Liaising with Food and Beverage service providers to contribute to the effective delivery of these services.
- Working independently under general direction.

Establishes and maintains effective partnerships by:

- Pro-actively developing and maintaining networks and good working relationships with a range of stakeholders including:
 - state sporting organisations,
 - tenants
 - service providers,
 - clubs,
 - operational staff, and
 - event stakeholders.

Contributes to the overall success of the Venues unit of the division by:

- Providing effective assistance to the Manager on the overall portfolio management of venue facilities.
- Working with staff at other locations to achieve consistency of administration of various ORS venues

Special Conditions and Essential Requirements

- Out of hours work is required on an adhoc basis.
- The incumbent may be required to work at a range of venues.
- A current SA Drivers Licence is essential.
- This role has been classified as a position of trust. The incumbent is subject to a satisfactory criminal history / record check in line with departmental policies and procedures.

Qualifications / Licences

- a. Nil.

Person Capabilities

- a. Demonstrated ability to work respectfully and effectively with Aboriginal and Torres Strait Islander people and an understanding of Aboriginal cultural values and social issues and ensuring programs and services are accessible and meet Aboriginal community needs.
- b. Demonstrates a commitment to exhibiting and inspiring their team members and workforce to actively engage in the behaviours that reflect the DPTI values including:
 - i. **Collaboration** – “At DPTI we work collaboratively as one team to serve the South Australian Community. This means our diversified teams work together to achieve our shared goals.”
 - ii. **Honesty** – “At DPTI we are honest, open and act with integrity. This means we are truthful, sincere and transparent in our decision making and act at all times in such a way as to uphold the trust of the people we work with.”
 - iii. **Excellence** – “At DPTI we are committed to excellence in everything we do. This means we use our energy, skills and resources to make whatever we’re doing the best. We are committed to ensuring the Health and Safety of our employees and customers.”
 - iv. **Enjoyment** – “At DPTI we enjoy our work and recognise our success. This means we have fun at work, celebrate our achievements and foster an environment where our people can thrive”.
 - v. **Respect** – “At DPTI we respect, understand and value ourselves and every person in our business. This means we listen, embrace diversity in others and have a consistent application in our approach to one another.”
- c. Exhibit behaviours that model integrity, professional accountability and diversity across the department, across-government, and community interactions in line with the SA Government's Code of Ethics and the *Equal Employment Opportunity Act 1987*.
- d. Demonstrates commitment and accountability to the implementation of the Premier's Safety and Wellbeing Declaration and requirements of the *Work Health and Safety Act 2012*, utilising AS/NZS ISO31000:2009 Risk Management or equivalent.
- e. Listens and responds to customers by adhering to DPTI's systems, processes and policies and clear and concise communication, tact and diplomacy.
- f. Experience in contributing a range of specific operational or technical skills and knowledge, respecting relevant legislation and quality and risk management requirements to support operational programs, services, projects and functions.
- g. Sound communication skills, including the ability to liaise effectively with stakeholders, service providers and customers in a manner that supports the positive negotiation of outcomes and resolution of conflict and technical and operational issues.
- h. Sound understanding of the quality and risk management requirements and functions of a technical services or operational program, including an understanding of the relevant legislation and regulations that impact on the function of the role and the Agency.

Delegate Approval

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Name

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Signature

Date: / /