



Facility & Operations Assistant

DIRECTORATE	Business, Growth & Community
CLASSIFICATION	Grade 7
SALARY	\$58,458 to \$64,304 pa + 10.5% employer contribution to superannuation
REPORTING TO	Facility & Operations Coordinator
EMPLOYMENT TYPE	Temporary Full Time
POSITION CONTACT	James Poole Tel 02 6043 5628

OUR ORGANISATION We are the facilitator of a thriving, resilient and liveable city full of opportunities and the custodians of an environment like no other. We consistently deliver best-in-class leadership, services, facilities and experiences, providing exceptional living for our local community.

OUR VALUES We are a values driven organisation and these underpin everything we do.

- **Working together** - I respect, listen to and value the contributions of others and celebrate our achievements.
- **Integrity** - I am trustworthy, honest, accountable, open and consistent in all that I do.
- **Courage and Passion** - I am enthusiastic and have the confidence to speak up for the betterment of AlburyCity.
- **Innovation** - I seek to increase my knowledge through new ideas and continuous improvement.
- **Loyalty** - I am supportive of others and committed to AlburyCity and the community.



Facility & Operations Assistant

LIVE WELL WORK WELL

The health and safety of our people is more than a priority, it's a commitment embedded within our values. Unlike priorities which change over time, our values form the basis for all that we do; they define our purpose and what we stand for. We seek to have a positive impact by developing a holistic wellbeing culture that empowers everyone to be their healthiest and happiest version, resulting in a more engaged and productive workforce with lower incidence of illness and injury. It is, and always will be, our goal to have a workplace free from harm.

THE DIRECTORATE

Our Business, Growth & Community Directorate focuses on providing more and better, opportunities for our people and our place. The groups within our directorate will empower our people, city and region to strive for more and to champion the significance of Albury as a national destination for life, work, culture, sport, entertainment, business and investment. We build relationships and promote engaging and actionable dialogue with our community and our partners. We ensure good governance, financial sustainability and we facilitate a highly engaged, satisfied and well-informed workforce.

OUR SERVICE MODEL: PROGRESS

Our Service model is built around our brand pillars of empowering **progress**; serving with excellence, which is about our **people**; and taking care of our **place**. We empower our city and region to strive for more and to champion the significance of Albury as a national destination for life, work, culture, sport, entertainment, environment and investment. We are the connection point to make bigger, better things happen.

SERVICE CLUSTER: BUSINESS & LIFESTYLE

Our Business and Lifestyle Service Cluster is a major player in our city's liveability and economic growth. Its purpose is to attract and retain business, help draw new people into our city, encourage visitation and actively seek out and promote events and activities to keep our city lively and ahead of the curve.

THE POSITION

The position will assist with the day to day operations of the Albury Entertainment Centre (AEC), ensuring the provision of a high-level visitor experience and management of commercial activities.



Facility & Operations Assistant

KEY RESPONSIBILITIES

- Assist in the set up and pack down of all events including conferences, trade shows, gala dinners and theatre events including tables/chairs, dance floor, staging, rigging, sound and lighting.
- Set up, operate and pack down food and beverage requirements, including operation of POS systems.
- Oversee the stocking and stock takes of Bars/kiosk's and retail areas and other supplies and equipment.
- Ensure that the Venue is well presented, including the presentation, maintenance and cleaning of Bars/Kiosks and Kitchens.
- Prepare monthly cleaning schedules/rosters
- Ensure that the Venue is, safe and clean and that incidents/accidents and maintenance is reported to the supervisor.
- Operate tools in various workshops across the venue in a safe and responsible manner.
- Operate as Venue Supervisor as required, including task delegation and supervision of casual staff as required
- Liaise with contractors and suppliers on maintenance issues.
- Perform other tasks or duties as directed by the Supervisor which are within the limits of the employee's skill, competence and training.
- Observe requirements of the WHS Legislation, relevant to the job and adhere to AlburyCity Policies and Procedures regarding WHS.
- Observe appropriate AlburyCity Policies and Procedures regarding day to day operations including Equal Employment Opportunity policies, AlburyCity's Dress Code and Standards Policy and AlburyCity's Code of Conduct.

KEY RELATIONSHIPS

Internal

- Our People

External

- Our Community
 - Hires & user groups
 - Contractors & suppliers
 - Display & design staff
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EMPLOYMENT CONDITIONS

- Based on 38 hours per week, working 38 hours across a 7-day spread, with actual days and times being worked in accordance with facility roster, with an RDO in accordance with AlburyCity's RDO guidelines. Hours worked on weekends will attract the appropriate loadings
 - This position may involve work outside normal working hours. Additional hours over the standard 38 hours will attract a time in lieu arrangement or payment of overtime rates as agreed in advance with your supervisor.
 - This position has been assessed as Category B under AlburyCity's Dress Code. Category B is defined as semi-corporate; uniforms in this category are compulsory and are provided by AlburyCity.
 - This position involves working both indoor and outdoor, along with computer work. The position requires a moderate level of aerobic and physical fitness to undertake regular physical activities such as walking, lifting, pulling, pushing along with the capacity to maintain normal manual handling tasks across the work day – depending on the nature of the tasks undertaken. Appropriate WHS standards will be applied for all manual handling activity. A full functional and medical assessment is required for this position.
 - This position is located at the Albury Entertainment Centre with occasional visits to external sites/depots and AlburyCity Administration Building as required.
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Key Selection Criteria

ESSENTIAL CRITERIA

- Responsible Service of Alcohol Certificate
- Class C Drivers (standard) licence (compulsory to have and maintain)
- First Aid Certificate

DESIRABLE CRITERIA

- WHS Training

EXPERIENCE

- Previous experience in operations in an entertainment facility
- Customer service experience
- Experience in hospitality operations
- Experience in audio visual, data presentation installation/operation and theatrical sound, lighting and mechanical rigging

AUTHORITY AND ACCOUNTABILITY

- Demonstrated ability to work with the minimum of supervision
- Demonstrated ability to prioritise workload
- Ability to supervise the operations of events and deal with operational challenges and last minute problems

SPECIALIST KNOWLEDGE AND SKILLS

- Demonstrated understanding and competence in the following areas;
 - Food and Beverage operations including purchasing and stocktakes
 - Customer Service
 - Equipment used in conferences and theatre
 - Performances, events and exhibitions
 - IT software programs
- Sound understanding of WHS procedures in relation to industry standards

JUDGMENT AND PROBLEM SOLVING

- Demonstrated ability to solve operational issues
 - The ability to resolve customer complaints
 - Demonstrated competence in solving problems by applying established practices and procedures
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Key Selection Criteria

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- Ability to apply innovative solutions and ideas in the workplace

MANAGEMENT SKILLS

- Ability to supervise casual staff and contract staff

INTERPERSONAL SKILLS

- The ability to operate in a team environment
- Clear written and verbal communication skills
- Demonstrated competence in communicating effectively with both internal and external customers

**SERVICE LEADER
BUSINESS & LIFESTYLE**

DATE:
24 October 2022
