

POSITION DESCRIPTION

Venue Support Officer

The Lights & Lefevre Community & Sports Centres

Our City Vision:

Port Adelaide Enfield is a welcoming, liveable City: made by people.

Our Goals

Thriving Community <i>A City where people have the opportunity to connect and flourish</i>	Prosperous Economy <i>A City with a thriving economy that enriches its local community</i>	Clean And Green City <i>A City that values its natural environment</i>	Places For People <i>An accessible City where people love to be</i>
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Organisational Capability:

Our diverse workforce is resourced to deliver meaningful outcomes. Our systems, processes and tools are contemporary and reflect leading practice. Our assets and finances are managed with good stewardship.

We value our constructive workplace culture:

That is supportive, takes on challenges, seizes opportunity, builds great relationships and is proud of what we deliver for our diverse community. We inspire people to be creative, grow and learn. We place no limits on what we can achieve.

Our Organisational Values

Make a Difference We serve our community well	Grow & Improve We improve our work everyday	Better Together We collaborate & create to deliver meaningful outcomes
<ul style="list-style-type: none"> • Deliver public good • Improve the quality of people's lives • Community focussed • Deliver Council's City Plan 	<ul style="list-style-type: none"> • Innovate • Continuously improve • Problem solve • Adapt & change • Engage the community • Shape the future 	<ul style="list-style-type: none"> • Trust, honesty, integrity • Care & support each other • Work as a team • We celebrate success • We are accountable • Open communication

POSITION DESCRIPTION



The position is:

Position Title	Venue Support Officer		
Department & Section	Community Development – Community Wellbeing		
Team	Active Living – The Lights & Lefevre		
Reporting to	Centre Operations Officer – The Lights & Lefevre		
Positions Reporting to it	Nil		
Classification and Stream	MOA Level 2		
Position Number		Prescribed Position:	YES <input checked="" type="checkbox"/> NO <input type="checkbox"/>

How does this position contribute to our community?

- This position plays a vital role in delivering exceptional customer service across both The Lights & Lefevre Community and Sports Centres, helping create a welcoming and inclusive environment for the community.

What does the position do?

- Provides a high level of customer service that is welcoming, responsive and inclusive to individuals and groups using both Centres.
- Supports the day-to-day operations across both Centres by being a first point of contact, and where it is possible to deliver first contact resolutions for people using the Centres.
- Accepting and coordinating Centre bookings relating to activities, programs, court usage, meeting rooms and functions.
- Process payments from individuals and groups using the Centres efficiently and accurately.
- Providing excellent customer service whether face-to-face, over the phone, or online.
- Setting up and packing down courts, rooms, and function spaces for sport and recreation activities, community gatherings, activities, and events across both Centres This includes standing and walking for extended periods of time, as well as transporting and arranging equipment, display stands, signage, tables, chairs and other materials required for the centre’s activities.
- Provide effective instructions, direction and support to The Lights and/or Lefevre visitors and users.
- Act as a Centre host/concierge for functions being delivered by City of Port Adelaide Enfield staff.
- Undertake tasks to ensure the facilities are appropriately presented and maintained, and a safe environment is available for users.
- Engage with community members to understand their interests and inform them about programming at both Centres.
- Undertake other duties as required to support the successful delivery of programs, activities, functions, and events.
- Oversee routine tasks to ensure that the Centres continue to operate smoothly and efficiently in the absence of senior staff.
- Available to work across a 7-day roster which will include opening and closing duties at both Centres.
- Operate the canteen as required, which may include heating up food, making coffee, handling money (Lefevre Community & Sports Centre).
- Other reasonable duties as required are undertaken.

What outcomes does the position deliver?

- A high performing Active Living team is supported and strengthened through collaborative contribution across both Centres.
- Community members experience a welcoming environment that encourages active lifestyles, social connection and participate in community life.
- The customer experience principles at the City of PAE are consistently upheld, resulting in positive and memorable interactions.
- The health and wellbeing for community members and sporting groups are improved through access to inclusive programs and services.
- Community engagement with programming, activities and events is increased through positive and meaningful interactions.
- Consistent operations and service delivery across both Centres ensure a reliable, high-quality experience for all community members, regardless of location.

The behaviours we expect the position to contribute to our workplace are:

- Customer focused and passionate about delivering for our community
- Alignment to PAE Values and Code of Conduct
- Bring a proactive, can-do attitude and contribute positively to the day-to-day operations.
- Communicates clearly, effectively and tailor communication styles to suit diverse audiences.
- Approachable, adaptable and people-focused creating a welcoming and inclusive environment.
- Builds rapport easily, responds positively to change, and adjusts priorities to meet the needs of the community, customers, and the organisation.
- Helpful and able to remain calm under pressure, maintaining professionalism in busy or challenging situations.
- A collaborative team player who steps up to support others, contributing to a positive and supportive workplace culture.
- Treats everyone with dignity and respect, demonstrating integrity, fairness, and consideration in all interactions.
- Ability to resolve routine issues and appropriately escalate more complex matters to senior staff, with a focus on achieving positive outcomes.

Qualifications for the position

- Completion of or studying toward a qualification or training, or comparable experience, in sport, recreation, fitness, allied health, or a related industry is desirable.
- A current senior first aid certificate or willingness to complete is essential.
- A current South Australian Working with Children Check (WWCC) or willingness to undergo screening prior to employment is essential.
- Child Safe Environments training or willingness to undertake upon commencement is essential.

Experience

- Demonstrated experience in customer service or related role.
- Experience working with or within an indoor sports and recreation facility is desirable.
- Experience in cashiering is highly desirable.

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Knowledge

- Knowledge of general operations of sport, recreation, and leisure facilities.
- Knowledge of customer service principles.
- Knowledge in supporting sport and recreational programs and activities.

Information Management/Cyber Security

- Appropriate information management practices are implemented.
- Maintain knowledge and application of Council's IT systems relevant to role.
- Maintain a working understanding of and follow Council's cyber security controls.

Child and Vulnerable People Safe Environment

- A child and vulnerable people safe environment is maintained and promoted.
- Promote protection, safety and wellbeing of children and other vulnerable people.

Our Safety and Return to Work Commitments

All Employees

- Take reasonable care for their own health and safety.
- Take reasonable care that their acts or omissions do not adversely affect the health and safety of other persons.
- Comply, so far as reasonably able, with any reasonable instruction that is given to ensure their safety.
- Co-operate with any reasonable WHS policy or procedure relevant to their work.
- Participate in the RTW process if injured at work as set out in the Return-to-Work Act 2014.