

# Role Description

## Assets & Facilities Supervisor



Agency	Office of Sport
Division/Branch/Unit	Venues NSW
Location	Wollongong
Classification/Grade/Band	WSEC AWU Award Level 4.1 \$66,006
ANZSCO Code	
Role Number	
PCAT Code	
Date of Approval	TBC
Agency Website	<a href="http://www.venuesnsw.com">www.venuesnsw.com</a>

### Agency overview

Venues NSW (VNSW) is an entity within the NSW Office of Sport. The Office of Sport comprises; Sydney Olympic Park Authority, and the Sport Infrastructure, Sport Development, Sport and Recreation Services and Corporate Services Groups. Venues NSW was created as a Statutory Authority on 2 March 2012 to establish, manage and improve Government owned land, sporting and entertainment facilities in the Hunter, Western Sydney and Illawarra effectively and efficiently for the benefit of the people of NSW. From March 2017 Venues NSW has responsibility for Stadium Australia (ANZ Stadium) at Olympic Park in Sydney.

The Venues NSW portfolio attracts three million visitors per annum and includes:

- ANZ Stadium
- Bankwest Stadium in Parramatta
- McDonald Jones Stadium in Newcastle
- Newcastle Entertainment Centre and Showground
- WIN Stadium in Wollongong
- WIN Entertainment Centre in Wollongong

Venues NSW is a Public Trading Enterprise and manages these publicly owned venues in one portfolio to optimise community and commercial outcomes. Venues NSW is governed by a Board which determines the policies and strategic plans of the agency, sets annual budgets and performance criteria. The NSW Government through the Office of Sport employs the staff of VNSW.

Venues NSW is overseeing an extensive program of redevelopment and upgrades for its venues, including major redevelopment works to ANZ Stadium and the building of the new Western Sydney Stadium.

### Primary purpose of the role

This role, under the direction of the Manager – Assets & Facilities will provide operational support for all events and maintenance activities taking place at the venues. This role will be directly responsible for ensuring all maintenance schedules are maintained, provide necessary advice and coordination in relation to maintenance activities and ensure ad-hoc maintenance is undertaken as directed by the Manager – Assets & Facilities This

role will also be responsible for providing support to the Manager – Assets & Facilities, in the implementation and coordination of the Venues NSW Work Health & Safety framework.

## Key accountabilities

- Coordinate contractor activities at the venues.
- Coordinate day to day cleaning requirements of the venues.
- Arrange, undertake, and supervise scheduled contract maintenance activities of the venues as required
- Liaise with venue contractors and monitor their performance to ensure agreed deliverables and standards are adhered to including budget, and WHS requirements.
- Provide advice in the coordination and development of maintenance strategies for all plant and assets and ensure all maintenance undertaken on site complies with relevant Australian Standards and the Venues NSW WHS framework.
- Coordinate and undertake minor maintenance procurement in compliance with NSW Government Procurement Policies
- Ensure compliance with Work Health and Safety legislation.

## Key challenges

- Implementing and coordinating the requirements of the Venues NSW Work Health & Safety framework.
- Responding in a calm, helpful and positive manner to the variety of clients' and hirers' requests.
- Providing flexible and creative solutions to hirers' and users' requirements.
- Assist with event operational delivery of events at the venues.

## Key relationships

Who	Why
<b>Internal</b>	
Venue Manager	<ul style="list-style-type: none"> <li>• Take direction and provide advice in relation to maintenance, quality assurance functions and best practice processes.</li> </ul>
Manager – Assets & Facilities	<ul style="list-style-type: none"> <li>• Take direction and provide advice in relation to maintenance, quality assurance functions and best practice processes..</li> <li>• Take direction and provide in relation venue maintenance matters, quality assurance functions and best practice processes</li> </ul>
Manager – Event Operations	<ul style="list-style-type: none"> <li>• Take direction and provide advice in relation to maintenance, quality assurance functions and best practice processes.</li> </ul>
staff/contractors	<ul style="list-style-type: none"> <li>• Provide direction and advice to ensure that the venues are maintained to the highest standards possible.</li> </ul>
<b>External</b>	
Venue hirers, contractors and suppliers	<ul style="list-style-type: none"> <li>• Establish effective communication to address contractor and customer needs, as required.</li> </ul>

## **Role dimensions**

### **Decision making**

The Assets & Facilities Supervisor plans and coordinates maintenance and venue operations at the venues and is required to make decisions on prioritising own workload and determining the time criticality of issues for action.

Decisions on matters outside the Assets & Facilities Supervisor accountabilities and on issues that are contentious or sensitive and may impact on the reputation of the Agency are escalated to the Venue Manager.

### **Reporting line**

Manager - Assets & Facilities

### **Direct reports**

Casual Event Staff, WIN Sports & Entertainment Centres.

### **Budget/Expenditure**

NIL

### **Essential requirements**






- Ability to work weekends and weeknights as required
- National Criminal Records Check

### **Capabilities for the role**

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at [www.psc.nsw.gov.au/capabilityframework](http://www.psc.nsw.gov.au/capabilityframework)

## Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 <b>Personal Attributes</b>	Display Resilience and Courage	Intermediate
	Act with Integrity	Intermediate
	<b>Manage Self</b>	<b>Intermediate</b>
	Value Diversity	Foundational
 <b>Relationships</b>	Communicate Effectively	Intermediate
	<b>Commit to Customer Service</b>	<b>Adept</b>
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
 <b>Results</b>	<b>Deliver Results</b>	<b>Adept</b>
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Foundational
 <b>Business Enablers</b>	Finance	Foundational
	Technology	Foundational
	<b>Procurement and Contract Management</b>	<b>Intermediate</b>
	Project Management	Foundational
 <b>People Management</b>	Manage and Develop People	Intermediate
	Inspire Direction and Purpose	Foundational
	<b>Optimise Business Outcomes</b>	<b>Foundational</b>
	Manage Reform and Change	Foundational

## Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework		
Group and Capability	Level	Behavioural Indicators
<b>Personal Attributes</b> Manage Self	Intermediate	<ul style="list-style-type: none"> <li>Adapt existing skills to new situations</li> <li>Show commitment to achieving work goals</li> <li>Show awareness of own strengths and areas for growth and develop and apply new skills</li> <li>Seek feedback from colleagues and stakeholders</li> <li>Maintain own motivation when tasks become difficult</li> </ul>
<b>Relationships</b> Commit to Customer Service	Adept	<ul style="list-style-type: none"> <li>Take responsibility for delivering high quality customer-focused services</li> <li>Understand customer perspectives and ensure responsiveness to their needs</li> <li>Identify customer service needs and implement solutions</li> <li>Find opportunities to co-operate with internal and external parties to improve outcomes for customers</li> <li>Maintain relationships with key customers in area of expertise</li> <li>Connect and collaborate with relevant stakeholders within the community</li> </ul>
<b>Results</b> Deliver Results	Adept	<ul style="list-style-type: none"> <li>Take responsibility for delivering on intended outcomes</li> <li>Make sure team/unit staff understand expected goals and acknowledge success</li> <li>Identify resource needs and ensure goals are achieved within budget and deadlines</li> <li>Identify changed priorities and ensure allocation of resources meets new business needs</li> <li>Ensure financial implications of changed priorities are explicit and budgeted for</li> <li>Use own expertise and seek others' expertise to achieve work outcomes</li> </ul>
<b>Business Enablers</b> Procurement and Contract Management	Intermediate	<ul style="list-style-type: none"> <li>Understand and comply with legal, policy and organisational guidelines and procedures in relation to procurement and contract management</li> <li>Conduct delegated purchasing activities, complying with prescribed guidelines and procedures</li> <li>Work with providers, suppliers and contractors to ensure that outcomes are delivered in line with time and quality requirements</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
<b>People Management</b> Optimise Business Outcomes	Foundational	<ul style="list-style-type: none"><li>• Keep team members informed of the reasons for decisions so that this may inform their work</li><li>• Ensure that team members make effective use of resources to maximise business outcomes</li><li>• Ensure that team members understand and inform customers about processes, practices and decisions</li><li>• Ensure team members understand business principles to achieve work tasks effectively</li><li>• Ensure team goals and standards are met</li></ul>