

Event Staffing Manager

Customer Service

Venues NSW hosts the biggest and best sporting and live entertainment events for the people of NSW at our network of stadiums and entertainment centres. Our events drive economic activity, support jobs and make the most of the NSW Government's significant investment in sporting infrastructure.

The Sydney Cricket Ground is proudly part of the Venues NSW network and is a foundation site in world sport. It has been an integral part of Sydney's rich sporting and cultural life, attracting people from all over the world since the 1850s.

Following an internal promotion, Venues NSW is looking for an experienced Event Staff Customer Service Manager who will have direct responsibility for the strategy, planning and execution of all event day customer service staff resulting in the delivery of effective workforce planning for all events and functions to ensure superior customer service for patrons, members, and sporting partners.

This is a leadership role with a focus to deliver a world-class customer experience at the Sydney Cricket Ground (est. 1852) and the new Sydney Football Stadium when it opens in 2022.

In this role you will lead front-line staff to be able to operate in ways that exceeds customer satisfaction and expectations and play a critical role in promoting a high-performance culture amongst the event day customer service team working collaboratively with our home teams and codes and all stakeholders connected to the precinct. This is a highly visible job in our organisation, managing a large number of loyal and devoted event day staff to meet our customer service goals.

Extensive benefits and the opportunity to work in a dynamic sporting environment with a competitive salary package will be offered to the successful candidate. We are looking for talented people leaders who possess:

- Relevant tertiary qualifications in a related field, minimum of 5 years' experience in a similar management role/running a large-scale customer service operation
- Excellent communication and analytical skills
- Success in managing teams and third-party service providers to service level agreements
- Demonstrated ability to build strong relationships and identify proactive opportunities to create exciting match-day and events customer experiences
- Demonstrated ability to implement the highest standards of guest experience and lead and empower teams to deliver continuous improvement
- Change management experience and familiarity with new and emerging technologies and technology trends
- Adaptive problem-solving skills and experience at working in fast paced and high-pressure environments

This role requires flexibility in work hours including weekends, public holidays and outside of standard work hours.

HOW TO APPLY

Please obtain a copy of the role description from the employment section of our website at <https://www.scbt.nsw.gov.au/about-us/employment/>, select **two of the key accountabilities** and provide a one paragraph summary to demonstrate an example of how you met/achieved the results of the accountabilities in a previous role.

Please ensure your application includes a covering letter and an up-to-date resume of no more than five pages which clearly details your skills and experience as relevant to this role.

Given the number of applications we are likely to receive we will only contact those who are selected for an interview by phone and others via email.

APPLICATIONS CAN BE EMAILED TO: hradmin@scgt.nsw.gov.au

APPLICATIONS CLOSE: Tuesday 12 January 2021

Please note: Applicants must be Australia citizens or permanent residents to be considered 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 and encourages indigenous Australians to apply.

Role Description

POSITION TITLE	Event Staff Customer Service Manager
REPORTS TO	General Manager – Human Resources
ROLE CLASSIFICATION	Permanent
ROLE TYPE	Manager
DIVISION	Human Resources
DEPARTMENT	Event Day Services
DATE	December 2020

Purpose of the Role

This role will have direct responsibility for the strategy, planning and execution of all event day customer service staff resulting in the delivery of effective workforce planning for all events and functions to ensure superior customer service for patrons, members, and sporting partners.

The role will be a centralised function working collaboratively across the organisation, with sports partners and other event holders providing a basis of support to drive profitable growth for event days and functions.

This role will involve building strong relationships with all stakeholders connected with the precinct to understand the role of the Trust to help our Partners achieve their goals and deliver a great customer experience.

Key Accountabilities

Develop core tools, measures and coaching programs aimed at equipping all Customer Service Staff to be able to operate in ways that exceeds customer satisfaction and expectations with each interaction.

Key accountabilities include:

Leadership

- Promote a high-performance culture amongst the event day customer service team
- Identify and champion opportunities for improving customer service outcomes
- Develop and apply strategic management towards EDS customer service workforce
- Require minimal supervision and demonstrate capacity to build strong relationships with stakeholders
- Identify, create, and own initiatives to enhance customer experience at events
- Positively influence the overall performance of EDS customer service team
- Set a high standard of service delivery and lead by example

Staff performance and development

- Design & implement training programs
- Creation, coordination and management of incentives and rewards program for event day staff
- Identifying and creating internal customer service champions where applicable
- Identifying and promoting internal talent to higher operational event day roles where applicable

Facilitate the recruitment and induction of EDS customer service staff
Design, implementation, and management of event staff performance management program
Performance management of event day customer service staff as required & resolve customer service staff issues as they arise

Contract negotiations & management

Contract negotiation and management of supplementary customer service staff provider including managing and enforcing contract KPI's and deliverables.
Design, implement and revise the Sydney Cricket and Sports Ground Trust Event Day Employees Awards.

Events, Functions and Service Delivery

Determine appropriate staffing levels/ deployment for each event or function in conjunction with event managers
Liaise with supplementary staffing contractors to supply additional Customer Service staff where required
Attend event days to ensure the efficient running of the staffing element of an event (including staff check in, uniform/ presentation, position allocation etc)
Facilitate the Team Leader/ Supervisor briefs, meetings and EDSOC meetings - to identify customer service areas of focus
Update staff records and follow up Event Day Staff issues arising from event day reports.
Manage the distribution of Uniforms and maintain inventory spreadsheets on stock levels of Event Day Staff uniforms and reorder when necessary to ensure presentation standards of staff are maintained.
Ensure optimum customer service measures are implemented to enhance the customer experience for all patrons
Design, implementation, and management of mystery shopper program

Budget compliance

Prepare and manage staff costs and budgets for each event (pre-event)
Monitor and review staffing budget performance for each event (post-event)
Assist in formulating departmental EDS operating budgets for approval

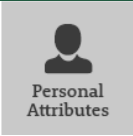
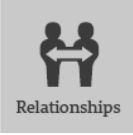




Key Challenges

- Deployment of staff rosters by due deadlines that are cost effective for Hirers.
- Balancing a high work volume with a variety of work priorities, interests, and deadlines.
- Working collaboratively with all stakeholders to deliver timely and coordinated support for events across both venues.
- Managing performance to maximise potential of our customer service team in providing an outstanding experience for all customers.

Key Relationships

- Sports partners
- External staffing providers
- Relevant internal business units (i.e., events team, security team, payroll, membership etc.)
- Members & patrons on event days

Capabilities of the Role

CAPABILITY GROUP	CAPABILITY NAME	LEVEL
 Personal Attributes	Display Resilience and Courage Act with Integrity Manage Self Value Diversity	Intermediate Adept Intermediate Intermediate
 Relationships	Communicate Effectively Commit to Customer Service Work Collaboratively Influence and Negotiate	Intermediate Intermediate Intermediate Intermediate
 Results	Deliver Results Plan and Prioritise Think and Solve Problems Demonstrate Accountability	Intermediate Intermediate Intermediate Intermediate
 Business Enablers	Finance Technology Procurement and Contracts Project Management	Intermediate Intermediate Intermediate Intermediate
 People Management	Manage and Develop People Inspire Direction and Purpose Optimise Business Outcomes Manage Reform and Change	Intermediate Intermediate Intermediate Intermediate
 Human Resources	Talent Management Organisational Culture Workforce Relations	Intermediate Intermediate Intermediate

Focus Capabilities for the Role

CAPABILITY GROUP AND NAME	LEVEL	BEHAVIOURAL INDICATORS
Personal attributes Act with integrity	Adept	<ul style="list-style-type: none"> Represent the organisation in an honest, ethical and professional way and encourage others to do so Demonstrate professionalism to support a culture of integrity within the team/unit Set an example for others to follow and identify and explain ethical issues Ensure that others understand the legislation and policy framework within which they operate Act to prevent and report misconduct, illegal and inappropriate behaviour
Relationships Communicate effectively	Intermediate	<ul style="list-style-type: none"> Focus on key points and speak in 'Plain English'

CAPABILITY GROUP AND NAME	LEVEL	BEHAVIOURAL INDICATORS
		<ul style="list-style-type: none"> Clearly explain and present ideas and arguments Listen to others when they are speaking and ask appropriate, respectful questions Monitor own and others' non-verbal cues and adapt where necessary Prepare written material that is well structured and easy to follow by the intended audience Communicate routine technical information clearly
Relationships Commit to customer service	Intermediate	<ul style="list-style-type: none"> Support a culture of quality customer service in the organisation Demonstrate a thorough knowledge of the services provided and relay to customers Identify and respond quickly to customer needs Consider customer service requirements and develop solutions to meet needs Resolve complex customer issues and needs Co-operate across work areas to improve outcomes for customers
Relationships Work collaboratively	Intermediate	<ul style="list-style-type: none"> Build a supportive and co-operative team environment Share information and learning across teams Acknowledge outcomes which were achieved by effective collaboration Engage other teams/units to share information and solve issues and problems jointly Support others in challenging situations
Results Plan and prioritise	Intermediate	<ul style="list-style-type: none"> Understand the team/unit objectives and align operational activities accordingly Initiate, and develop team goals and plans and use feedback to inform future planning Respond proactively to changing circumstances and adjust plans and schedules when necessary Consider the implications of immediate and longer-term organisational issues and how these might impact on the achievement of team/unit goals Accommodate and respond with initiative to changing priorities and operating environments

CAPABILITY GROUP AND NAME	LEVEL	BEHAVIOURAL INDICATORS
Results Think and solve problems	Intermediate	<ul style="list-style-type: none"> • Research and analyse information and make recommendations based on relevant evidence • Identify issues that may hinder completion of tasks and find appropriate solutions • Be willing to seek out input from others and share own ideas to achieve best outcomes • Identify ways to improve systems or processes which are used by the team/unit

Role Dimensions

Decision Making	Influence contract terms with service providers Influence contract terms with internal EDS Rostering and event deployment Represent the Trust on behalf of HR for EDS matters
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Qualifications/Experience

- Sound PC skills – preferably rostering/payroll software experience and excel
- Strong customer service skills in a stadia/hospitality environment
- Relevant advanced tertiary qualifications
- Management/leadership experience in a customer service capacity

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.

Other Requirements

- Flexibility in work hours including weekends, public holidays and out of hours work.
- Represent event day staff on WHS committee

Name: _____ Signature: _____

Date: _____