

Position Statement



POSITION TITLE	Events and Venue Attendant
REPORTS TO	Caretaking Team
AWARD	Fitness Industry Award 2020
CLASSIFICATION AND SALARY	Casual – Level 3
EFFECTIVE DATE	June 2025

ROLE PURPOSE

The **Events and Venue Attendant** is responsible for supporting the delivery of high-quality events, functions, athletics carnivals and venue operations. The role assists with event setup, pack-down, customer service, and general venue supervision during casual usage periods to ensure a safe, welcoming, and well-organised environment for all participants, hirers, and visitors.

This position plays a key role in maintaining professional presentation standards, supporting event logistics, and contributing to a positive customer experience.

CORE ACCOUNTABILITIES

1. Assist with the setup, pack-down and reset of functions, events, athletics carnivals, meetings, and community activities in line with event requirements.
2. Provide operational support during events, including customer assistance, wayfinding, venue monitoring and general event logistics.
3. Carry out venue supervision during casual usage periods, maintaining a safe, compliant and customer-focused environment.
4. Ensure all event and venue spaces are clean, orderly and appropriately presented, reporting any hazards, equipment faults, or maintenance requirements.
5. Support the coordination of furniture, equipment, signage, sporting gear and event resources.
6. Respond professionally to enquiries, requests and minor complaints from participants, hirers and community members.
7. Uphold and promote the organisation's standards of customer service, safety and presentation at all times.
8. Assist with basic administration tasks relating to event operations (e.g., attendance sheets, equipment checklists, incident reports).
9. Assist with events catering requirements
10. Undertake duties, tasks and training as required that are within the employee's capability and support the needs of the organisation.
11. The incumbent is required to undertake other duties, projects or tasks as directed, which are within their skills, competence and training, and undertake job-specific training and development.

The position will require:

- Work outside standard business hours, including **evenings, weekends and public holidays**, aligned with event schedules.
- Physical capability to safely carry out manual handling tasks related to event setup and pack-down.

- Flexibility to work across multiple venue areas as operational needs require.

ESSENTIAL CRITERIA

1. Experience in event setup, customer service, hospitality, sport and recreation operations, or a related field.
2. Demonstrated ability to conduct basic setup tasks, such as arranging tables, chairs, sporting equipment and event resources.
3. Strong interpersonal and communication skills, with the ability to engage positively with a diverse range of customers.
4. Ability to work both independently and within a team, showing initiative and reliability.
5. Strong awareness of safety, risk identification and incident reporting.
6. High level of presentation, professionalism and punctuality.
7. Current paid Working with Children Check (WWCC) issued by the NSW Office of the Children's Guardian
8. First Aid Certificate (HLTAID011)

DESIRABLE CRITERIA

- Previous experience in **venue operations, events, sport facility supervision or recreation services.**
- First Aid Certificate (HLTAID011) or willingness to obtain.
- Knowledge of athletics event logistics or sport-specific equipment (advantage but not essential). Current Class C Driver Licence.

CONDITIONS OF SERVICE

Our values: *excellence, innovation, inspiration, mentorship, community and education*, reflect the culture of the Hunter Sports Centre.

Our vision is to be the Hunter's premier sporting destination for competition, training, fitness, wellbeing and community by providing state of the art facilities, expertise, and equipment to support users and members at all stages of their training, fitness health and wellbeing journey.

The Hunter Sports Centre provides a safe, secure, and nurturing environment for all children under our care.

The incumbent is required to comply with Hunter Sports Centre's Code of Conduct, policies and procedures, and other conditions of service outlined in the letter of offer.

EMPLOYEE NAME	
SIGNATURE	
DATE	