

# Stadium Assistant

## Position Description



## About YMCA Victoria

At the Y, we believe in the power of inspired young people. A community not-for-profit organisation with 17 million participations annually across Australia. 8,000 staff and volunteers serve at more than 150 locations every day. We partner with government and private capital to deliver programs and services that include community recreation, adventure and stadium sports, camping, learn to swim, children's programs, early learning, youth services, retirement living, disability services and social enterprises.

**"Amplify Your Voice. Shape Our Community. Challenge Our World."**

*YMCA Victoria Vision 2025*

### Position Details

<b>Entity</b>	YMCA Victoria Community Programming	<b>Terms and Conditions of Employment</b>	YMCA Staff Collective Agreement 2015
<b>Division/Department</b>	Operations (Recreation)	<b>Classification</b>	RE1
<b>Position Title</b>	Stadium Assistant	<b>Employment Status</b>	Permanent
<b>Position Reports To</b>	Senior Centre Coordinator	<b>Budget/Delegations</b>	N/A

#### Direct Reports

Depending on organisational needs, the Stadium Assistant is responsible for a variety of areas that possibly includes:

- Service of customers
- Setup of facility
- Facility upkeep
- Administrative support

#### Key Internal Relationships

- One Casey leadership team
- Casey Stadium leadership team
- One Casey staff and volunteers
- YMCA staff

#### Key External Relationships

- Visitors and facility participants
- Community groups and organisations
- Casey Stadium Primary Tenants
- City of Casey



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### Position Purpose

Based at Casey Stadium the Stadium Assistant is integral in the daily operation of the facility. The role has a broad range of duties to ensure the facility is organised and setup ready for users. Attention to detail is key, with the role ensuring the facility is safe and well presented for visitors. The Stadium Assistant provides support to the Manager on Duty to ensure the smooth operation of the facility.

The successful applicant will be highly organised and have strong attention to detail. They will be flexible in completing a variety of tasks from stadium setup and pack up, cleaning, administrative duties, checklists and facility inspections. As the facility operates over a variety of days and hours, the successful applicant will be flexible in working a range of hours including mornings, nights and weekends.

### Key Result Areas (Primary Responsibilities)

Service Delivery

General Duties

Community Stengthening



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### Service Delivery

- Provide excellent customer service to all customers, both in person and over the phone
- Keep up to date with communication channels, particularly prior to and during shifts
- Trouble shoot and problem solving to service customer needs
- Develop and build a strong day to day working relationship with Primary Tenants
- Provide support to the various staff teams in busy periods and relieve staff for breaks
- Understanding of the facility and the programs and services offered
- Immediately respond to customers' needs or concerns to ensure the quality of service meets agreed standards
- Creates a welcoming atmosphere by engaging all people in a friendly and approachable manner
- Display interest, enthusiasm, patience, respect and innovation to customers

### General Duties

- Have a commitment to personal and professional development
- Complete facility inspections and hazard identification
- Complete opening and closing procedures
- Be proactive and willing to complete a wide range of tasks regardless of how mundane they may be, including but not limited to cleaning tasks and other hygienic issues
- Identify maintenance requirements, completing where possible and submitting requests as required
- Perform First Aid to the level at which you are trained and qualified
- High level of organisation and time management to ensure the Centre is setup on time
- Maintain a clean, organised and safe facility
- Creates a fun and exciting work atmosphere that is driven and hard working
- Exceptional knowledge of workplace procedures to ensure tasks are completed correctly
- Complete physical duties such as manual handling tasks and being on your feet throughout a large facility
- Leads by example through a strong work ethic
- Maintain high standards of presentation and personal grooming
- High level of attention to detail and accountability for cleanliness and organisation of work area
- Work a variety of hours including but not limited to mornings, evenings and weekends
- Perform other duties as required and comply with reasonable directions

### Community Strengthening

- Understands the unique needs of families and can respond appropriately
- Listens and is objective, responsive, and non-judgemental
- Models effective problem solving and conflict negotiation
- Exhibits an awareness of commonalities and differences such as gender, race, age, culture, ethnicity, class, religion and disability whilst showing respect to those of different talents, abilities, sexual orientation, and faith.
- Helps all people negotiate language barriers
- Both when working with a team and individually, recognizes and acts on need for own support and accepts and delegates responsibility.
- Models, demonstrates, and teaches positive values like caring, honesty, respect, and responsibility.





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### Leadership Capabilities

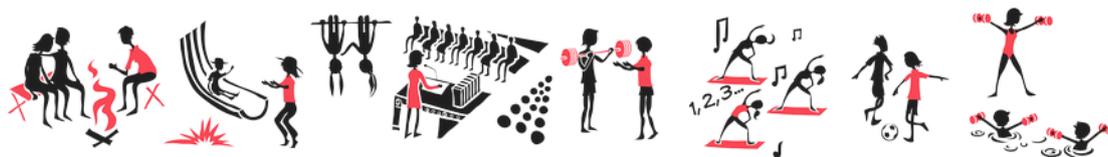
We believe leadership is an important part every person's role at YMCA Victoria, and that all people at the Y have leadership responsibilities. This may be in leading themselves, teams, functions, or the organisation.

Below are a list of the capabilities and level required for this position.

#### Lead Team

Capability	Description	Specific Skills
<b>Strategic Focus</b>	Being able to focus on long term goals, new opportunities and improvements and how to achieve them	<ul style="list-style-type: none"> <li>Aligns resources within the team to achieve team goals</li> <li>Demonstrates forward thinking</li> </ul>
<b>Adaptability</b>	Being able to positively deal with and manage change, think outside the box and be innovative.	<ul style="list-style-type: none"> <li>Supports change and positively adapts to changes in the environment</li> <li>Champions innovation and improvement within the team</li> </ul>
<b>Achieving Outcomes</b>	Being able to prioritise resources, communicate goals, set clear targets and demonstrate personal accountability for performance.	<ul style="list-style-type: none"> <li>Ensures the team has capability to deliver on its priorities</li> <li>Encourages a performance culture within the team that is focused on delivering agreed outputs and outcomes</li> <li>Supports the team to achieve goals and results</li> </ul>
<b>Business Acumen</b>	Understanding the business (our market, customers and community) and using your skills and knowledge to help create a sustainable and competitive organisation.	<ul style="list-style-type: none"> <li>Demonstrates an understanding of how the team remains sustainable</li> </ul>
<b>Communicating and Influencing</b>	Being able to communicate in an articulate, clear and constructive way, adapt your communication style to suit different people, and listen to others.	<ul style="list-style-type: none"> <li>Provides continuous feedback and clarity of messages within the team</li> <li>Promotes and accepts personal accountability to better influence</li> </ul>
<b>Building Relationships and Engaging People</b>	Being able to work collaboratively with others (staff, volunteers, stakeholders, partners or the community) in an open and honest way.	<ul style="list-style-type: none"> <li>Creates and maintains positive relationships across the organisation and with relevant external parties</li> <li>Promotes YMCA values and a culture of trust, honesty, fairness and equity within the team</li> <li>Display integrity in advice, information sharing and decision making within the team</li> </ul>
<b>Developing Self and Others</b>	Being aware of your own areas for development by actively seeking feedback and placing importance on developing the skills and capabilities of others.	<ul style="list-style-type: none"> <li>Performs in a way that inspires and motivates the team to do their best</li> <li>Continuously evaluates self-improvement needs and sees learning opportunities in everyday work</li> <li>Supports a culture of continuous learning and development across the team</li> </ul>

**LEADERSHIP IS PART OF EVERY ROLE AT YMCA VICTORIA**





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### Conditions of Employment

- The position holds a permanent part time status with an RE1 Grade (\$20.41)
- The position is in accordance with the terms and conditions of the YMCA Staff Collective Agreement 2015
- The successful applicant will be subject to a Police Records Check
- The successful applicant will hold a current Working with Children Check

### Acknowledgement of Position Incumbent

I acknowledge that I have read and understood the requirements of this position.

<b>Approved By:</b>	Ian Jenkins
<b>Signature:</b>	
<b>Position:</b>	Casey Stadia Manager
<b>Date Revised:</b>	04/01/21
<b>Applications to:</b>	Matt Slaughter c/o Casey Stadium 14/65 Berwick-Cranbourne Road Cranbourne East VIC 3997 <a href="mailto:matthew.slaughter@ymca.org.au">matthew.slaughter@ymca.org.au</a>

<b>Employee Name:</b>		<b>Date:</b>	
<b>Employee Signature:</b>			

