



# POSITION DESCRIPTION

## Precinct Operations Coordinator

### Venue & Event Services

#### November 2024



#### Title:

Precinct Operations Coordinator

#### Reports to:

Security & Precinct Manager

#### Department:

Venue and Event Services

#### Direct Reports:

Nil

#### Liaison With:

Internal MCC Departments, Event Staff, Contractors and organisations in the wider precinct including Richmond Football Club, Melbourne & Olympic Park Trust (MOPT) and Residents Groups

#### Job Goal:

The role will have a Precinct wide lens in both an event day and non-event day capacity and will play an integral role in the operational planning and delivery of each major event at the MCG.

The primary function of the role is to provide expertise and lead the operations of Yarra Park and the wider MCG Precinct. This includes the car parking operations, management of event day activations in Yarra Park, associated project management at the MCG as well as standalone events in Yarra Park.

#### Accountabilities/ Responsibilities:

##### Precinct Operations

- Lead the effective delivery of event day and non-event day operations and requirements in Yarra Park and surrounding Precinct, including car parking and 'G' Train operation (the MCC's buggy service)
- Responsible for the planning, administration and delivery of event day operations for the MCC Precinct Team
- Oversee and undertake operational reviews to ensure duties are delivered in accordance with operating processes and procedures.
- Ensure the operations of the precinct and parking are fit for purpose and ensure the precinct is safe and secure at all times for use by patrons and contract partners
- Planning and administration of the MCG car park passes for Event Day for Yarra Park
- Support MCC Event Managers as required as the subject matter expert in Yarra Park and Precinct operations with the running of events within the stadium and standalone events



- Attend event operational meetings as required
- Monitor the condition of temporary infrastructure, including temporary wayfinding in Yarra Park relevant to the operation of the MCG Precinct
- Frequently monitor the condition of the precinct and report any maintenance issues that may affect operations, security or safety or those utilising the precinct through to MCC Facilities Department
- Manage the administration requirements of incident reporting post-event including event and non-event day precinct related complaints,
- Assist with the induction and training requirements of the Precinct Event Staff

#### Precinct Stakeholders and Communications

- Effective and positive engagement and relations with internal and external stakeholders.
- Management of and/or liaison with Precinct partners including CityWide, Heritage Victoria, City of Melbourne, Safe Transport Victoria, Rideshare companies, Richmond Football Club, MOPT.
- Build positive and sustainable relationships with the East Melbourne Residents via timely communication and response to queries or complaints.
- Operational communication with MCC Precinct Event Staff
- Liaison with all internal MCC Departments regarding any precinct or parking operations
- Coordinate and communicate Yarra Park Parking opening schedule on a monthly basis in conjunction with internal stakeholders

#### Reporting and Administration

- Financial reporting and effective management relating to parking operations
- Develop and monitor standard operating procedures as they relate to the Precinct and operations
- Reporting on precinct and parking operations

#### Project Management

- Management of precinct and parking related projects as directed
- Coordination with internal and external stakeholders to ensure successful delivery of precinct and parking related projects

### **Experience / Skills / Qualifications:**

- Previous operational experience in events preferred but not necessary
- Exceptional customer service skills
- Team player but also self-motivated
- Excellent communication skills (written and verbal)
- A strong attention to detail and follow through



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- Excellent interpersonal skills and ability to build rapport with others easily
- Ability to work with deadlines and plan accordingly (this position requires excellent organisational skills, juggle many tasks on a weekly basis)
- A natural strength in demonstrating initiative and taking action to ensure set tasks are completed (a self-starter)
- High level of computer skills, intermediate-advanced for Microsoft Office suite
- Demonstrates commitment to MCC values
- Project Management
- Previous experience in the handling of complaints

#### Time Commitments:

- Normal business hours requirements.
- This position will be required to work on designated event days during the course of the year, and as such flexibility is required to be able to work on weekends and public holidays.
- Staff recruitment including interviews and training sessions are after hours.

The MCC is committed to providing a safe and welcoming environment for everyone including children & young people and has zero tolerance to child abuse and harm. All MCC staff are required to understand their responsibility in relation to child safety and must undertake mandatory child safety training. The MCC conducts reference checks including child safety and other pre-employment checks as appropriate.

It is a mandatory requirement to hold a current / valid Victorian Working with Children card to work at the MCC.