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| Position Title | Corp Services Administration /Reception Officer | Department: | Executive |
| Level: | Salaried | Primary Location: | Bendigo Stadium 91 Inglis Street, West Bendigo VIC 3550 |
| Reports to: | Corporate Services Manager (CSM) | Updated: | September 2024 |



Organisational Context

Bendigo Stadium Limited (BSL) manages and operates Red Energy Arena, Borough Club, and the St Arnaud Sporting Club. As an organisation we pride ourselves on being a world class sports and entertainment centre, delivering a community focused hub through various sports codes, entertainment events, business functions and family moments.



Red Energy Arena is the home of the Bendigo Basketball Association, Bendigo Braves, Bendigo Spirit and Phantoms Volleyball Club.

Primary Purpose

Reporting to the CSM, the Reception/Administration Officer will provide administration support and coordination for the CSM through the Risk & Compliance Operations and Business Technology Units and attend to reception duties for people attending the venue, through the main concourse entrance. The Reception/ Administration Officer performs a full range of reception and administrative support functions to ensure the smooth and effective administration of projects undertaken by the Corporate Services team.

The ideal candidate will have excellent organisational skills and attention to detail, as well as a strong grasp of technology. You should be able to work under pressure, prioritise workload and be comfortable handling confidential information.

| Key Result Area | Responsibility | Measure |
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| <p>Business Growth</p> | <p>Continual improvement in internal communications through internal processes and innovative computer systems.</p> <p>In liaison with the CSM, develop and maintain Policies and Procedures across Corporate Services areas of BSL’s business to deliver relevance and best practice standards.</p> <p>Assist with analysis and suitability of various programs within our business ensuring that the programs meet the needs of the entire BSL business</p> <p>Assist with the training of respective team members for the implementation of Office 365 systems; and other programs</p> <p>Provide assistance to other departments within the Corporate Services Team as required</p> <p>Oversee the management of maintaining up to date information in OpCentral – BSL Intranet</p> <p>Oversee the management of maintaining up to date back of house information in IvVy – Court & Event Management Program</p> <p>Oversee the control of court bookings on behalf of the sports team through IvVy; Liaise with the sports team to ensure efficiencies within the booking program.</p> <p>Manage and produce invoicing for court bookings through IvVy, and follow up overdue/outstanding invoices.</p> | <p>Understand strategic direction and vision, and role in achieving it.</p> <p>Office 365 systems implemented across the organisation.</p> <p>Team members are trained to maximise the use of current and new programs</p> <p>Policies and Procedures updated and once ratified by the Board updated in Op Central.</p> <p>Analysis reports provided to assist with matter of decisions to be presented to board</p> <p>Maximise the usage of hiring of the court spaces</p> <p>100% accuracy in producing invoice for court bookings and following up overdue invoices</p> |
| <p>Communication – internally and externally</p> | <p>Provide efficient, accurate and timely communication to the network</p> <p>Manage the reception area as a central point of contact for incoming enquiries, trades and deliveries.</p> | <p>All communications are appropriate, clear and disseminated within timeframes</p> <p>All calls are answered promptly and professionally.</p> <p>All Departments are notified of deliveries promptly.</p> |

**Execute With
Excellence**

Be the face of BSL, meeting, greeting and directing face to face or phone enquiries, to the respective team

Provide efficient and accurate control over payments to the POS system ; ensuring that correct cost centres are used.

Oversee the presentation and cleanliness of the reception area and front entrances

Assist with booking diners into the food areas of the venue through the booking system.

Arrange for the delivery and collection of mail to the Bendigo Central Post Office weekly.

Conduct regular meetings with department leaders to maintain correct pricing and inventory information for IvVy.

Conduct thorough assessment of information in OpCentral ensuring that relevant links are operational; Standard Operating Procedures (SOPS) are in word format; current staff are updated

Support the CSM with the implementation of Business and Technology Reviews and implementation

Administrative management of the Business and Technology working group and IT Steering Committees across the calendar of meetings, and action items.

Provide support to the Executive Leadership Team

Completing research, sourcing information, contract preparation, meeting coordination, and other administrative tasks delegated by the CSM efficiently and effectively.

Maintaining confidential files/ records for assigned areas, ensuring security measures are upheld.

Assisting the Team with the cleanliness and functionality of the office administration.

Delivering employee experiences through leading professionally and courteously to all BSL team enquiries.

98% patron satisfaction to face to face or phone enquires to the Reception Department

100% accuracy in processing payments and balancing POS nightly.

Company standards in relation to brand image and professionalism are maintained and enhanced

Public and staff areas are professionally presented, clean and well maintained at all times

100% accuracy with booking details into booking system

Weekly collection and posting of mail

100% accuracy with pricing and inventory details

98% accuracy in OpCentral platform.

Effective, professional and appropriate communication at all levels.

Accurate, timely and concise documentation.

Office showcasing exemplar standards.

Seamless experiences through IT providers.

Ensure that all minutes and papers are prepared

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| | <p>Managing other associated requirements as directed by the CSM.</p> | <p>accurately and despatched on time.</p> <p>Document filing systems (electronic and hard copy) are well maintained</p> <p>Office environment to be clean and presentable always.</p> <p>Compliance with all internal policies and external legislative and regulatory requirements.</p> |
| <p>Values</p> | <p>Uphold and demonstrate BSL's vision, mission, and values by always upholding our charter.</p> <p>Demonstrate consistent behaviour in accordance with the BSL's Values of Think Big, Excellence Impressive, Be Accountable, One Team, People First.</p> <p>Effective, efficient, and professional management of the business unit and its direct reports.</p> <p>Deliver BSL's experiences, products, and services in line with the culture of excellence.</p> <p>Always act morally and ethically in all interactions with others.</p> <p>Adhere to BSL systems and procedures as outlined in Ops Central.</p> <p>Adhere to BSL's customer management practices as outlined in Ops Central.</p> <p>Adhere to BSL Management System Ops Central.</p> <p>Exercise discretion and independent judgment in taking commercial and operating decisions to achieve business results.</p> | <p>Always Living the Core Organisational Values.</p> |

EQUIPMENT OPERATED, SYSTEMS USED AND PHYSICAL REQUIREMENTS OF ROLE

- Low physical activity
- Advanced PC software skills:
 - E-mail / Internet
 - MS Word
 - MS Excel
 - MS PowerPoint

EDUCATION AND SKILLS

**Minimum
Qualifications:**

- Must hold a Working with Children's Check (WWC).
- Must satisfactorily pass a Police Check.
- Must hold and maintain a Drivers Licence.

**Job, specific, skills,
experience,
Knowledge and abilities:**

Desired Knowledge and Experience:

- Minimum 2 years' experience in a similar role.
- Worked with and supported senior professionals/executives in a similar role.

Desired Skills:

- Excellent communication (verbal and written) skills.
- Builds rapport quickly with a wide range of people both internally and externally.
- High level of prioritising and organisational skills.
- High level of integrity and regard for confidentiality a must.
- Microsoft office skills (Office 365, Outlook, Word, Excel, PowerPoint), advanced IT skills.

Personal attributes:

- Professional attitude and work ethic
- Strong ethics and values, is open, honest and accountable for their actions
- Willingness to be adaptable and develop new skills in the Business Technology areas
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