

Position Title	Competitions Supervisor	Department:	Sports
Level:	Level 3 – Registered & Licenced Clubs Award 2020	Primary Location:	Bendigo Stadium 91 Inglis Street, West Bendigo VIC 3550
Reports to:	Sport Operations Lead / Technical Officials Development Coordinator	Updated:	September 2026



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 the Strikers.



Primary Purpose

The Competitions Supervisor is responsible for the safe, professional and effective delivery of Bendigo Basketball competitions, providing on court supervision and overseeing games, referees, players, coaches and spectators. The role ensures games run as scheduled, competition policies are followed, and behavioural, safety and operational issues are appropriately managed. The position works closely with the

Venue Supervisor/Reception and management to ensure a positive and well organised competition environment.

Key Result Areas

Key Result Area	Responsibility	Measure
Competitions & Game Day Operations	Oversee the safe, efficient and professional delivery of basketball competitions and ensure games run as scheduled. Ensure courts, equipment and competition areas are ready and appropriately maintained. Monitor competition activities and respond to operational issues to minimise disruption.	Scheduled games commence on time, with courts, equipment and competition areas ready prior to the scheduled start. Operational issues are resolved promptly with minimal disruption to the competition.
Referee, Player, Coach & Spectator Support	Provide on-court support to referees and assist with issues, conflict and challenging situations. Monitor participant and spectator behaviour and respond to breaches of competition rules, codes of conduct and BSL procedures. De-escalate incidents and escalate serious matters to BSL management, Security or emergency services as required.	Participant and spectator issues are appropriately resolved or escalated in accordance with BSL procedures. Serious behavioural or conflict incidents are appropriately escalated and documented in accordance with BSL procedures.
Safety, Incident & Venue Management	Maintain a safe competition environment and respond to hazards, injuries, emergencies and other safety concerns. Complete and ensure appropriate reporting of incidents, hazards and behavioural issues through BSL systems and processes. Ensure competition areas are left safe, clean and ready for subsequent use.	Hazards, injuries and significant incidents are appropriately responded to and reported within required timeframes. Competition areas are left safe, clean and ready for subsequent use.
Competition Administration & Compliance	Support scoretable officials and volunteers with PlayHQ, scoring, timing and equipment issues. Apply competition rules, BSL policies, Basketball Victoria requirements and relevant codes of conduct consistently. Maintain confidentiality, accurately document incidents and identify recurring issues or opportunities for improvement.	Accuracy in competition administration, including PlayHQ, scoring, timing, rules and equipment processes. Significant incidents and recurring issues are accurately documented and communicated for

		follow-up and improvement.
Values	Role model and embed BSL's values, fostering a "One Team" culture. Promote collaboration, accountability and customer-first thinking within the team.	Demonstrated alignment to values through behaviours and leadership. Positive team culture and cross-team collaboration outcomes. Contribution to organisational initiatives and employee engagement.

EQUIPMENT OPERATED, SYSTEMS USED AND PHYSICAL REQUIREMENTS OF ROLE

- Medium physical activity
- Sound PC software skills, including:
 - Email etiquette and professionalism
 - MS Office Suite including Outlook, Word, Excel, PowerPoint
 - Windows operating system

EDUCATION AND SKILLS

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| Minimum Qualifications: | <ul style="list-style-type: none"> • Must hold a Working with Children's Check (WWCC) • Must satisfactorily pass a Police Check • First Aid Certificate • A current Drivers Licence • Willingness and ability to complete all BSL mandatory training and maintain required qualifications. |
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| Job, specific, skills, experience, Knowledge and abilities: | <p>Desired Knowledge and Experience:</p> <ul style="list-style-type: none"> • Knowledge of basketball competition rules, game-day operations, PlayHQ, scoring and timing procedures. • Understanding of venue safety, child safety, incident management, conflict resolution and relevant codes of conduct. • Experience in basketball, sporting competitions, recreation, venue operations or a similar customer-facing environment. • Experience supporting referees, players, coaches, volunteers and spectators and managing challenging situations. • Experience identifying and responding to safety, behavioural and operational issues and accurately documenting incidents. Including being able to de-escalate and manage challenging behaviours. • Experience working independently and collaboratively in a busy, customer-focused sporting environment. |
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Desired Skills:

- Strong communication and interpersonal skills, with the ability to engage positively with players, coaches, referees, parents and spectators.
- Strong problem-solving and decision-making skills, particularly in a busy competition environment.
- Ability to remain calm and professional under pressure and effectively de-escalate challenging situations.
- Strong conflict resolution and negotiation skills.
- Ability to identify hazards, assess situations and take appropriate action to maintain a safe environment.
- Strong organisational and time-management skills, with the ability to manage competing priorities during game-day operations.
- Accurate administrative and record-keeping skills, including use of digital systems and incident reporting.
- Ability to work independently, exercise sound judgement and escalate matters appropriately.
- Ability to work effectively as part of a team and collaborate with BSL staff, officials, volunteers and external stakeholders.

Personal attributes:

- Professional and approachable, with a positive and customer-focused manner.
 - Calm and composed under pressure, particularly when managing conflict or challenging behaviour.
 - Confident and decisive, with the ability to exercise sound judgement.
 - Fair, consistent and impartial in applying competition rules and BSL procedures.
 - Reliable and accountable, taking ownership of responsibilities and following through on commitments.
 - Respectful and inclusive, demonstrating appropriate behaviour and treating all participants and stakeholders with dignity.
 - Safety-focused, with a proactive approach to identifying and addressing risks.
 - Team-oriented and collaborative, contributing positively to the broader BSL team.
 - Resilient and adaptable, able to respond positively to changing circumstances and unexpected situations.
 - Discreet and trustworthy, particularly when managing sensitive incidents or confidential information.
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