

POSITION DESCRIPTION

OUR VISION

A world leader in delivering major venues, sport, entertainment and events.

OUR PURPOSE

To provide amazing experiences and opportunities through world class venues, enriching and connecting Queensland communities.

POSITION	Operations Manager
POSITION NUMBER	5M002
LOCATION	Cbus Super Stadium
REPORTS TO	General Manager, CBUS Super Stadium
EMPLOYMENT TYPE	Permanent, Full-time
CLASSIFICATION LEVEL	SQ Employment Contract
CONTACT INFORMATION	Alie Tatnell, A/General Manager, Cbus Super Stadium Phone: (07) 5656 5502 Email: Alie.Tatnell@cbussuperstadium.com.au
VACANCY REFERENCE #	SQ17.26
CLOSING DATE	Monday, 9 March 2026

THE POSITION

The purpose of the Operations Manager is to manage the delivery of non-event day operations of the venue, including security operations, venue access and associated accreditation systems, periodical and functions cleaning programs, waste programs, venue event preparations, emergency and risk management, tenant operational issues and the venue tours program.

WORK ENVIRONMENT

The Operations Manager reports to the General Manager, Cbus Super Stadium and works closely with the Events Manager, Grounds Manager, Facilities Manager. The position requires out of normal hours and weekend work.

ORGANISATIONAL ENVIRONMENT

SQ manages, operate and promotes the use of the State's major sports, recreation and leisure facilities.

<https://www.stadiums.qld.gov.au/>

KEY ACCOUNTABILITIES

- Manage the delivery of non-event day security services for Cbus Super Stadium, including staff training and managing the scheduling of contractor staff and ensuring costeffectiveness of the service is maintained.
- Manage the venue's cleaning, hygiene services and waste contracts, coordinating pre and post event cleans, waste collections and undertaking inspections to ensure thevenue is well presented prior to events and functions and contractual obligations are being met.
- Manage, review and implement the venue's access and accreditation system as per the non-event day accreditation operational policy.
- Administration of the venues operational systems including Access Control, Key Security, CCTV, and IPTV .
- Manage the venue's precinct activity schedule including all on-site activities and field-of-play access to





ensure impacts on events and functions are minimised.

- Manage the venue's Non-event day car parking operations
- Manage media, filming and photo shoots for the venue, in consultation with the Manager, Media and Communications (Corporate Office) including the development of appropriate and accurate venue rental costs ensuring applicable charges are applied.
- Liaise with the contracted caterer to ensure venue services required for functions are delivered.
- Manage and lead the Workplace Health and Safety Framework within Cbus Super Stadium, including Emergency and Risk Management on event days; liaising with SQ WHS& Risk Management Coordinator and other SQ Venue WHS Representatives.
- Manage, review and implement the venue event day and non-event day emergency management procedures and oversee the incident reporting systems for both event day and non-event day incidents.
- Manage and lead the development and implementation of the Venue Security Plan and Security Risk assessments.
- Ensure all work is undertaken in accordance with SQ's policies and procedures, particularly in the areas of workplace health and safety, security management, equal employment opportunity, workplace harassment, bullying and discrimination.

MANDATORY QUALIFICATIONS AND/OR EXPERIENCE

- Experience in managing or delivering the operations of a major venue or facility at a senior level

KNOWLEDGE, SKILLS AND EXPERIENCE

ESSENTIAL

- High level of experience in providing optimal customer service outcomes and the ability to develop productive relationships to support the needs of a diverse internal and external stakeholder group
- High level of experience in a range of communication skills which enhance stakeholders outcomes in the delivery of outcomes in challenging environments)
- High level of experience in designing, implementing and maintaining a range of business processes and procedures
- Knowledge of the 2011 QLD Work Health & Safety Act and regulations, and other industry related legislation, codes and standards
- Strong level of self-leadership and ability to demonstrate adherence to Stadium Queensland's four organisational values
- High level of ability to prioritise activities and effectively manage any complexities that arise in order to minimise a range of operational risks

DESIRABLE

- Knowledge of the operation of building management systems including, but not limited to, access control, CCTV, lighting and IPTV systems
- Tertiary qualification in a relevant discipline (i.e. Operations, Events and / or Venue Management), or equivalent relevant experience



OUR VALUES



Enthusiasm and passion

We are an energetic and accountable team who work collaboratively as 'OneSQ', embracing diversity of experience and open communication.



Professional, commercial and accountable

We are passionate and take ownership in delivering commercial results and great experiences for our customers. We strive for and deliver greatness, and celebrate individual and team achievements.



Customer-centric, innovative and agile

We embrace change, encourage innovation and are solutions focussed. We are customer-centric and continuously and flexibly adapt to evolving needs and expectations.



Authentic, transparent and respected

We are authentic and conduct our business with the highest standards of ethics, integrity and responsibility.



ADDITIONAL INFORMATION

- Some out of normal hours work and work on weekends will be required.
- Whilst this position is currently located at the Cbus Super Stadium, the successful applicant may be required to work from any of SQ's venues or offices.
- Travel inter/intrastate may require some overnight stays away from the position's location.
- This position description details the minimum skills required to perform the duties of this position. Other duties may be allocated, as required.
- SQ employees are bound by the ethics principles, which are contained in the SQ's Code of Conduct and the terms and conditions of employment are detailed in the Employment Contract and associated legislation. All staff are expected to familiarise themselves with these.
- All managers, supervisors and staff are expected to participate in and positively contribute to the sound corporate governance of SQ. This includes demonstrating a comprehensive appreciation of and commitment to the fundamental principles of corporate governance within which a statutory authority operates.
- Managers and supervisors should lead by example in their understanding of and application to corporate governance activities of SQ, in accordance with appropriate legislative requirements, Board policy and established principles.
- All successful appointees will be responsible and accountable to the extent of "Duty of Care" (Work Health and Safety Act 2011) and required to demonstrate occupational health and safety consciousness, and support and contribute towards risk management initiatives.
- SQ employees are required to adhere to security procedures at all times, support and contribute the effectiveness of protective security measures through security awareness, vigilance and reporting.
- Where a "Working with Children Check" (i.e. Blue Card) is required to be held for this position, the applicant is to provide evidence of either a valid Blue Card or be willing to make application for the card. Volunteers working in any capacity with children or young people, and paid employees who work in regulated employment (i.e. childcare), are required to hold a valid Blue Card before commencing work. For all other positions that require a Blue Card the applicant may commence in the position pending the receipt of a successful check.
- Information submitted by an applicant for this position is subject to the Right to Information Act 2009 and the Information Privacy Act 2009.
- Applications will remain current for a period of 12 months.
- Your application should address your ability to meet the key accountabilities. SQ's "Additional Information for Applicants" will assist you in developing your application.
- Applications should include a current Resume/Curriculum Vitae.



ORGANISATIONAL STRUCTURE

