

# 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	<b>Casual Event Day Staff</b>
POSITION NUMBER	<b>2E001</b>
LOCATION	The Gabba
REPORTS TO	Senior Events Coordinator
EMPLOYMENT TYPE	Casual
CLASSIFICATION LEVEL	Level 2 – 3 as per Event Day Casual Staff Certified Agreement 2005
CONTACT INFORMATION	Sophie Russell - Senior Event Coordinator, The Gabba Phone: 0476 852 430 Email: recruitment@thegabba.com.au
VACANCY REFERENCE #	SQ02/26
CLOSING DATE	5:00pm, Sunday 29 March 2026

## THE POSITION

The purpose of the Casual Event Day Staff role is to contribute to the delivery of successful and safe events staged at The Gabba and assist in providing an enjoyable event experience for patrons.

## WORK ENVIRONMENT

The Casual Event Day Staff positions report to the Senior Event Coordinator (Workforce) and Gabba Events Team. During events, Event Day Supervisors will supervise Casual Event Day Staff and liaise with other staff as required.

## 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

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.

For further role-specific requirements, see:

Level 2:

- Usher – Attachment 1
- Car Park Attendant – Attachment 2
- Gate Attendant – Attachment 3



There are opportunities for growth and development, successful applicants will have the ability to submit a EOI for the below roles which require further training:

- Ticket Seller (Level 2) – Attachment 4
- Logistics Assistant (Level 2) – Attachment 5
- Event Day Supervisor (Level 3) – Attachment 6
- Stadium Control Communications Officer (Level 3) – Attachment 7

### MANDATORY QUALIFICATIONS AND/OR EXPERIENCE

- Experience working in a customer service
- Ability to work flexible hours, including week days & evenings, weekends, and holidays.
- *Available for a minimum of twelve (12) of the events held at the Gabba during the calendar year. (January to December)*

### KNOWLEDGE, SKILLS AND EXPERIENCE

#### ESSENTIAL

- Proactive approach to safety, security and our patrons needs
- Strong customer service skills
- Excellent interpersonal, verbal, and written communication skills
- Ability to take instruction and execute requirements.
- Ability to work as a member of a team and autonomously.

#### DESIRABLE

- Experience in large scale, stadia and/or event venue setting



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**

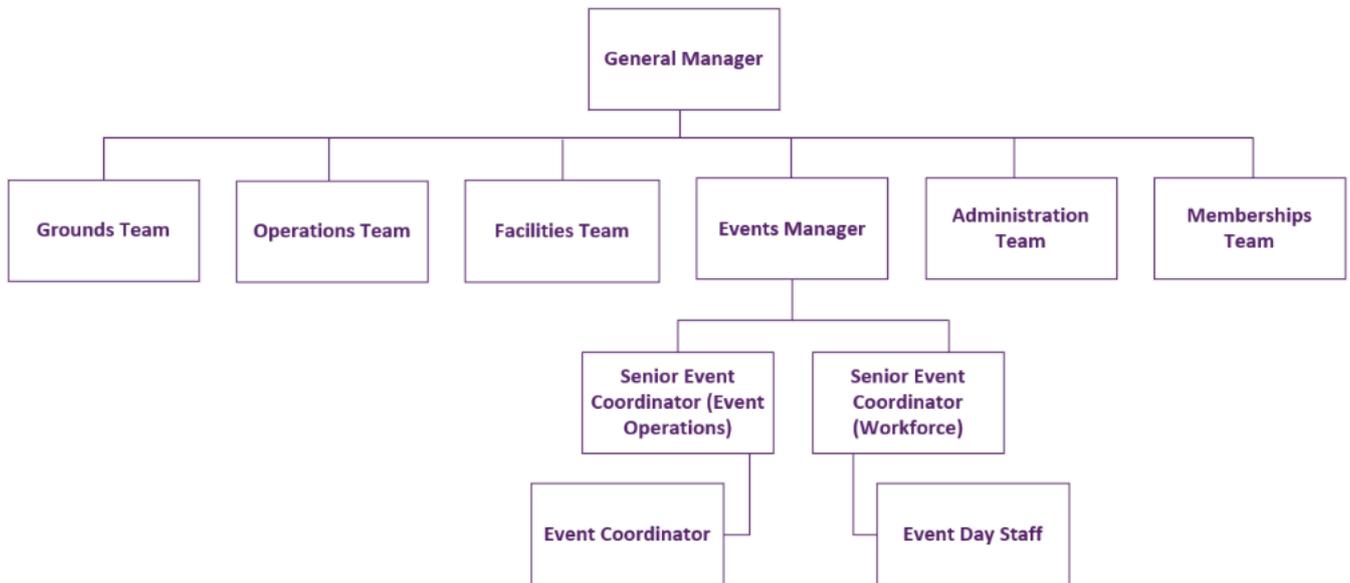
We are authentic and conduct our business with the highest standards of ethics, integrity and responsibility.

## ADDITIONAL INFORMATION

- This is a seasonal event-based role, applicants should be available to work flexible rosters, which includes week day and night shifts, as well as weekend work will be required.
- Whilst this position is currently located at the The Gabba, the successful applicant may be required to work from any of SQ's venues or offices.
- 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



## ROLE SPECIFIC KEY RESPONSIBILITIES – ATTACHMENT I

POSITION	<b>Usher</b>
REPORTS TO	Event Day Supervisor
JOB PURPOSE	To deliver outstanding service to guests by providing direction, assistance, and a safe environment to enjoy the event.

### Role Overview

- Provide and maintain a friendly welcome to all guests and be proactive in providing great customer service.
- Remain focused on the needs of guests and activities in your assigned area and not the event.
- Undertake tasks as requested by your supervisor.
- Always remain in your designated area during the event.
- This role requires the ability to stand for long periods of time.

### Event Responsibilities

- On arrival, sign in and ensure you have the necessary equipment and uniform to undertake your role.
- Meet with your supervisor in your designated area to be briefed for the event.
- Check your work area for any maintenance, cleaning or safety issues and report to your supervisor.
- Familiarise yourself with all facilities and services available to venue guests including the nearest first aid room, toilet facilities, catering, merchandise and exit gate.
- Familiarise yourself with section, row and seat numbers in your vicinity. Check ticket details of guests as they arrive and give clear directions as to how to get to their seats.
- Enforce no smoking, no standing and alcohol restrictions and monitor crowd behaviour during the event.
- Escalate all issues to your supervisor and undertake other reasonable tasks as requested by your supervisor.
- Report to your supervisor before signing off at the end of a shift.

### Emergency Responsibilities

- Report all incidents to your supervisor as they occur. Complete incident report cards as required.
- Ensure aisles, concourses and exit routes are kept clear.
- Be aware of the location of emergency exits and firefighting equipment and the areas for which you are responsible in the event of an emergency.
- Undertake warden duties and participate in the management of any incident or emergency as directed by the nominated Area Warden or Event Supervisor.

### Equipment

- Uniform
- Equipment bag
- Briefing notes and paperwork
- Radio (if required)
- Warden vest



## ROLE SPECIFIC KEY RESPONSIBILITIES – ATTACHMENT 2

POSITION	<b>Car Park Attendant</b>
REPORTS TO	Event Day Supervisor
JOB PURPOSE	To deliver outstanding service to stakeholders by providing directions and ensuring that only vehicles with the appropriate passes access the car parks.

### Role Overview

- Provide and maintain a friendly and proactive service to all persons utilising the car parks.
- Ensure that only authorised vehicles access the car parks.
- Always remain in your designated area during the event.
- Undertake tasks as requested by your supervisor.
- This role requires the ability to stand for long periods of time.

### Event Responsibilities

- On arrival, sign in and collect the necessary equipment and uniform to undertake your responsibilities.
- Meet with your supervisor in the designated area to be briefed for the event.
- Collect any keys or access devices, ensure these are secured during your shift and return them using the appropriate sign in method.
- Check your work area for any maintenance, cleaning or safety issues and report to your supervisor.
- Receive and count float for car park pass sales and use safe cash handling processes. Reconcile cash at the end of your shift and complete necessary documentation (if required).
- Distribute and maintain records of car park passes issued (if required).
- Ensure that you are familiar with all external facilities and services available to the venue guests including locations of entrance gates and ticket windows.
- Ensure that only cars with the relevant pass or who are authorised on the venue list enter your designated car park.

### Emergency Responsibilities

- Report all incidents to your supervisor as they occur. Complete incident report cards as required.
- Undertake warden duties and participate in the management of any incident or emergency as directed by the nominated Area Warden or Event Supervisor.
- Remain at your designated area and secure the car park so that vehicles do not leave onto closed roads.

### Equipment

- Uniform
- Safety Vest and other Personal Protective Equipment (PPE)
- Car park Authorisation List and/or Accreditation Board
- Radio
- Equipment Bag
- Briefing Notes and Paperwork
- Keys, Float and Car Park Passes (if required)



## ROLE SPECIFIC KEY RESPONSIBILITIES – ATTACHMENT 3

POSITION	<b>Gate Attendant</b>
REPORTS TO	Event Day Supervisor
JOB PURPOSE	To provide a friendly welcome to guests and ensure that only persons with valid tickets and passes enter the venue.

### Role Overview

- Provide and maintain a friendly welcome to all guests and be proactive in providing great customer service.
- Ensure that each ticket and/pass shows the correct event details and effectively scans upon entry into the venue.
- Always remain in your designated area during the event.
- Undertake tasks as requested by your event supervisor.
- This role requires the ability to stand for long periods of time.

### Event Responsibilities

- On arrival, sign in and ensure you have the necessary equipment and uniform to undertake your responsibilities.
- Meet with your supervisor in your designated area to be briefed for the event.
- Ensure that you are familiar with all facilities and services available to the venue guests including nearest first aid room, toilet facilities, catering, merchandising and exit gate.
- Check your work area for any maintenance, cleaning or safety issues and report to your supervisor.
- Facilitate the expedited entry of patrons with a valid event ticket, membership card or accreditation pass using the venue's access control systems i.e.: hand scanners.
- Exit scan the tickets of patrons wishing to leave the venue.
- Escalate all ticketing issues or invalid entry tickets to your supervisor or the nearest operational box office.
- Undertake any other reasonable requests of your supervisor.
- Report to your supervisor before signing off at the end of your shift.

### Emergency Responsibilities

- Report all incidents to your supervisor as they occur. Complete incident report cards as required.
- Understand the contingency ticketing process so that you can implement it if required.
- Ensure concourses and exit routes are kept clear.
- Be aware of the location of emergency exits and firefighting equipment and the areas for which you are responsible in the event of an emergency.
- Undertake warden duties and participate in the management of any incident or emergency as directed by the nominated Area Warden or Event Supervisor.

### Equipment

- Uniform
- Hand scanner (if required)
- Equipment bag
- Briefing notes and paperwork
- Radio (if required)
- Warden Vest



**ROLE SPECIFIC KEY RESPONSIBILITIES – ATTACHMENT 4**

<b>POSITION</b>	<b>Ticket Seller</b>
<b>REPORTS TO</b>	Event Day Supervisor
<b>JOB PURPOSE</b>	To provide outstanding services to guests through the sale of tickets, issuing of passes or assisting with enquiries in Gabba Member or public ticket offices.

**Role Overview**

- Provide and maintain a friendly welcome to all guests and be proactive in providing great customer service.
- Undertake ticket sales, ensuring that tickets are issued correctly and promptly.
- Always remain in your designated area during the event.

**Event Responsibilities**

- On arrival, sign in and ensure you have the necessary equipment and uniform to undertake your responsibilities.
- Meet with your supervisor in your designated area to be briefed for the event.
- Familiarise yourself with all facilities and services available to venue guests including nearest first aid room, toilet facilities, catering, merchandise and exit gate
- Check your work area for any maintenance, cleaning or safety issues and report to your supervisor.
- Familiarise yourself with ticket prices including concession or discount offers, price categories and seating plans, accessibility tickets, refund policies and available inventory.
- Receive and count float and ticket stock and use safe cash handling processes. Reconcile cash at the end of your shift and complete necessary documentation (if required).
- Ensure that all persons seeking to purchase or collect tickets for entry into the event are helped in a timely manner.
- Assist with queries regarding tickets not accepted at point of entry.
- Escalate all issues as required to your supervisor.
- Undertake any other reasonable requests of your supervisor.
- Report to your supervisor before signing off at the end of your shift.

**Emergency Responsibilities**

- Report all incidents to your supervisor as they occur. Complete incident report cards as required.
- Understand the contingency ticketing processes so that you can implement if required.
- Ensure exit routes are kept clear.
- Be aware of the location of emergency exits and firefighting equipment and the areas for which you are responsible in the event of an emergency.
- Undertake warden duties and participate in the management of any incident or emergency as directed by the nominated Area Warden or Event Supervisor.

**Equipment**

- Uniform
- Float and/or tickets
- Equipment bag
- Briefing notes and paperwork
- Radio (if required)
- Warden Vest



**ROLE SPECIFIC KEY RESPONSIBILITIES – ATTACHMENT 5**

<b>POSITION</b>	<b>Logistics Assistant</b>
<b>REPORTS TO</b>	Event Day Supervisor & Events Team
<b>JOB PURPOSE</b>	To undertake the efficient, timely and safety focused set up and dismantling of equipment required for events

**Role Overview**

- Provide operational support and undertake tasks as directed by your supervisor, Stadium Control and Events Team.
  - To ensure the venue set up, break down and event delivery is completed efficiently, timely, safely and to a high standard.
  - Be proactive in provide support services and outstanding customer service directly to all key stakeholders.
  - Maintain a safe and presentable environment for all venue users.
- \* The nature of the role requires an appropriate level of fitness to be maintained with some heavy lifting involved.*

**Event Responsibilities**

- On arrival, sign in and ensure you have the necessary equipment and uniform to undertake your responsibilities.
- Meet with your supervisor in your designated area to be briefed for the event.
- Set up equipment and signage at gates prior to venue opening to facilitate security searches and patron ingress. Dismantle equipment at the end of the event as required.
- Install accreditation boards and signage around the venue as required.
- Ensure all furniture/equipment requirements are in place as directed and assist with the movement of items around the venue.
- Deliver aspects of the venue’s Transport Management Plan through the removal/installation of fence panels, bollards and directional signage around the ground.
- Undertake seating checks after each match to ensure repairs can be facilitated.
- Ensure radios and hand scanners are charged and operational and restock staff waist bags after each event.
- Assist the car parking team and fire panel attendant as required.
- At the end of the event, return all equipment and furniture to its correct and designated storage facility, ensuring all items are stored in a clean and orderly fashion and report any damages to your supervisor and/or Events Team.
- Report to your supervisor before signing off at the end of your shift.

**Emergency Responsibilities**

- Report all incidents to your supervisor as they occur. Complete incident report cards as required.
- In the event of an emergency, undertake tasks as directed by Stadium Control or your supervisor, which may include the removal of fence panels to facilitate emergency services and escorting of emergency service staff to incident locations.
- Be aware of the location of emergency exits and firefighting equipment.

**Equipment**

- Uniform and PPE (as required)
- Equipment bag
- Briefing notes and paperwork
- Radio
- Keys and access passes (if required)
- Tools



**ROLE SPECIFIC KEY RESPONSIBILITIES – ATTACHMENT 6**

<b>POSITION</b>	<b>Event Day Supervisor</b>
<b>REPORTS TO</b>	Events Team
<b>JOB PURPOSE</b>	To deliver outstanding service to guests by providing direction, assistance and a safe environment in which they can enjoy the event and undertake the frontline supervision of Casual Event Day Staff.

**Role Overview**

- Assist the Events Team in the efficient, effective and professional delivery and presentation of events.
- Assist with effective event management by providing prompt and appropriate responses and direction as required.
- Provide support to Casual Event Day Staff (CEDS) in resolving issues and escalate to Stadium Control as required.
- Effectively brief CEDS on event day information, WHS, Emergency Management procedures and key directives as briefed by the Events Team, throughout the event.
- Provide a high level of customer service to all stakeholders.
- Be proactive in providing direction and training to CEDS.
- Maintain a safe and presentable environment for patrons and staff.
- This role requires the ability to stand for long periods of time.

**Event Responsibilities**

- Assist the Events Team in ensuring CEDS are correctly positioned, are in appropriate uniform and have the necessary equipment.
- Complete checks of areas prior to gates opening and regularly during the event for maintenance, cleaning and safety issues.
- Assist the Events Team with staff briefings and ensure staff are familiar with venue facilities.
- Provide support and information to CEDS and ensure a high level of customer service is maintained at all times.
- Be the first point of contact for the escalation of issues for Event Day Staff and be proactive in resolving any issues that arise, then report all matters to Stadium Control.

**Emergency Responsibilities**

- Report incidents as appropriate to the Events Team and ensure incident report cards are completed by staff as required.
- Ensure aisles, concourses and exit routes are kept clear.
- Be aware of the location of emergency exits and firefighting equipment and the areas for which you are responsible in the event of an emergency.
- Undertake area warden duties and participate in the management of any incident or emergency as directed by the nominated Chief Warden.

**Equipment**

- Uniform
- Radio
- Equipment bag
- Warden Vest
- Briefing notes and paperwork



- Radio
- Keys and access passes (if required)

**ROLE SPECIFIC KEY RESPONSIBILITIES – ATTACHMENT 7**

<b>POSITION</b>	<b>Stadium Control Communications Officer</b>
<b>REPORTS TO</b> Event	Events Team
<b>JOB PURPOSE</b>	To deliver outstanding service and communication to maintain a safe and pleasant event environment for all venue users.

**Role Overview**

- Provide and maintain all inbound and outbound communication with stakeholders, internal departments and management personnel as directed by the Events Team.
- Remain focused on the needs and safety of staff, patrons, and the venue.
- Be proactive in providing accurate information and directions as advised by the Events Team.
- Act upon all communications received in a prompt and professional manner as directed by the Events Team.
- Ensure action items on the event day run sheet are completed and documented thoroughly in the Stadium Control Log.

**Event Responsibilities**

- Complete pre-event checklist as per the document provided.
- Record all critical information and communications in the Stadium Control Log.
- Provide support in resolving issues and escalate or inform Events Team of issues as required.
- Communicate instructions clearly to various stakeholders, internal departments and management personnel when directed by the Events Team.
- Complete post-event checklists and reports as required.
- Undertake any other reasonable requests of Venue Management.

**Emergency Responsibilities**

- Report incidents as appropriate to the Events Team and ensure incident report cards are completed by staff as required.
- Be aware of the location of emergency exits and firefighting equipment and the areas for which you are responsible in the event of an emergency.
- Fulfil the role of Communications Officer in an emergency, by undertake tasks as directed by Chief Warden.
- Act as directed by the Chief Warden

**Equipment**

- Uniform
- Radio
- Folder of briefing notes and paperwork
- Equipment bag
- Area Warden vest
- Role specific equipment