

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 Coordinator
POSITION NUMBER	2G005
LOCATION	The Gabba
REPORTS TO	Operations Manager
EMPLOYMENT TYPE	Full-Time, Fixed Term (Untill June 2033)
CLASSIFICATION LEVEL	Staff Certified Agreement, AO3 Level 1
CONTACT INFORMATION	Zoe Cunningham, Operations Manager Phone: 07 3035 6230 Email: Zoe.Cunningham@thegabba.com.au
VACANCY REFERENCE #	SQ43.25
CLOSING DATE	Friday, 5 September 2025

THE POSITION

The purpose of the Operations Coordinator is to provide timely and accurate administrative support to the venue's Operations Team.

WORK ENVIRONMENT

The Operations Coordinator reports to the Operations Manager and maintains a relationship with the Events, Facilities, Grounds and Membership Departments.

On a day-to-day basis the Operations Coordinator has a functional reporting relationship to the Senior Operations Coordinator.

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

- Develop and maintain positive and effective relationships with external stakeholders, the Gabba and SQ teams, ensuring high level of customer service is delivered.
- Provide quality and timely administrative support to the venue's Operations team to ensure all activities within the operations team are coordinated.
- Assist with the development of best practice operational procedures in the coordination of non-event day security services including coordination and training for the static/site team.
- Assist with the coordination of precinct activity including deliveries, car parking, general access requests to ensure impacts are minimised and non-event day access and accreditation is compliant.

- Assist with the coordination non-event day functions including pre, during and post requirements.
- Assist with the planning and delivery of non-event day activations.
- Assist with the development of best practice operational procedures in the coordination of non-event day venue presentation.
- Assist the Operations team with reviews of the venue's systems including but not limited to CCTV, Access Control, BMS, Exterity and CVMS.
- Assist with the preparation of event day Access Control and Building Services schedules.
- Assist with the coordination of sustainability initiatives and operations at the venue, working closely with other SQ venues and corporate office.
- Provide administrative support to the Operations team in scheduling non-event day digital signage and media coordinated onsite at the venue.
- Provide administrative assistance to the Operations team in the delivery of Emergency Management, WHS activities and the venue's incident reporting process and systems.
- 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

- Minimum 12 months experience in a similar position providing operational and/or facilities management support.

KNOWLEDGE, SKILLS AND EXPERIENCE

ESSENTIAL

- High level organisational skills, including an eye for detail
- High-level communication, interpersonal and networking skills.
- High level Excel, Word, Power Point, and Visio processing skills.
- High level administration skills with demonstrated experience in drafting documents, letters and or procedures.
- Ability to work within tight deadlines and to prioritise large volumes of tasks.
- Ability to deal with difficult people in a professional manner and to receive and respond to complaints.
- Ability to work autonomously.
- High work ethic, commitment to professional presentation, ethical practice and flexibility in the workplace.

DESIRABLE

- Qualifications relevant to event operations
- Operations or Events experience at a major venue
- Knowledge of or ability to rapidly acquire knowledge of emergency management procedures and event procedures
- Knowledge of or ability to rapidly acquire knowledge of venue operation procedures



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 [Choose an item.](#), 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

