

# 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	Casual Event Day Staff
POSITION NUMBER	5E001
LOCATION	Cbus Super Stadium
REPORTS TO	Events Manager
EMPLOYMENT TYPE	Casual
CLASSIFICATION LEVEL	Level 2 – 3 as per Event Day Casual Staff Certified Agreement 2005
CONTACT INFORMATION	Alie Tatnell, Events Manager Phone: 07 5656 5510 Email: recruitment@cbussuperstadium.com.au
VACANCY REFERENCE #	SQ 22.25
CLOSING DATE	Sunday, 10 August 2025

## THE POSITION

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

## WORK ENVIRONMENT

Cbus Super Stadium located on the Gold Coast, is the largest regional stadium in Queensland with a capacity of 27,794 and is the home of the Gold Coast Titans NRL team. The venue hosts a range of events including professional and international sport, concerts, motorsport events and more!

## 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 duties and responsibilities, see:

**Level 2**

- Usher – Attachment 1
- Gate Attendant – Attachment 2
- Car Park Attendant – Attachment 3
- Prep Team – Attachment 4

**Level 3**

- Supervisors – an employee who performs work above and beyond the skills required of a Level 2 Employee and who performs as their main role, first line Supervisory duties involving employees at lower levels and/or direct supports venue management staff to manage the event to achieve outcomes. See attachment 5

**MANDATORY QUALIFICATIONS AND/OR EXPERIENCE**

- Non.

**KNOWLEDGE, SKILLS AND EXPERIENCE**

**ESSENTIAL**

- High work ethic, commitment to professional presentation and flexibility in the workplace and ethical practice.
- Flexible and adaptable in the workplace
- Experience in a customer service role or event related environment
- Good communication skills
- Problem solving skills
- Initiative
- Prep Team – weekday availability, flexible

**DESIRABLE**

- Previous event and or venue experience.
- Previous customer service 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**

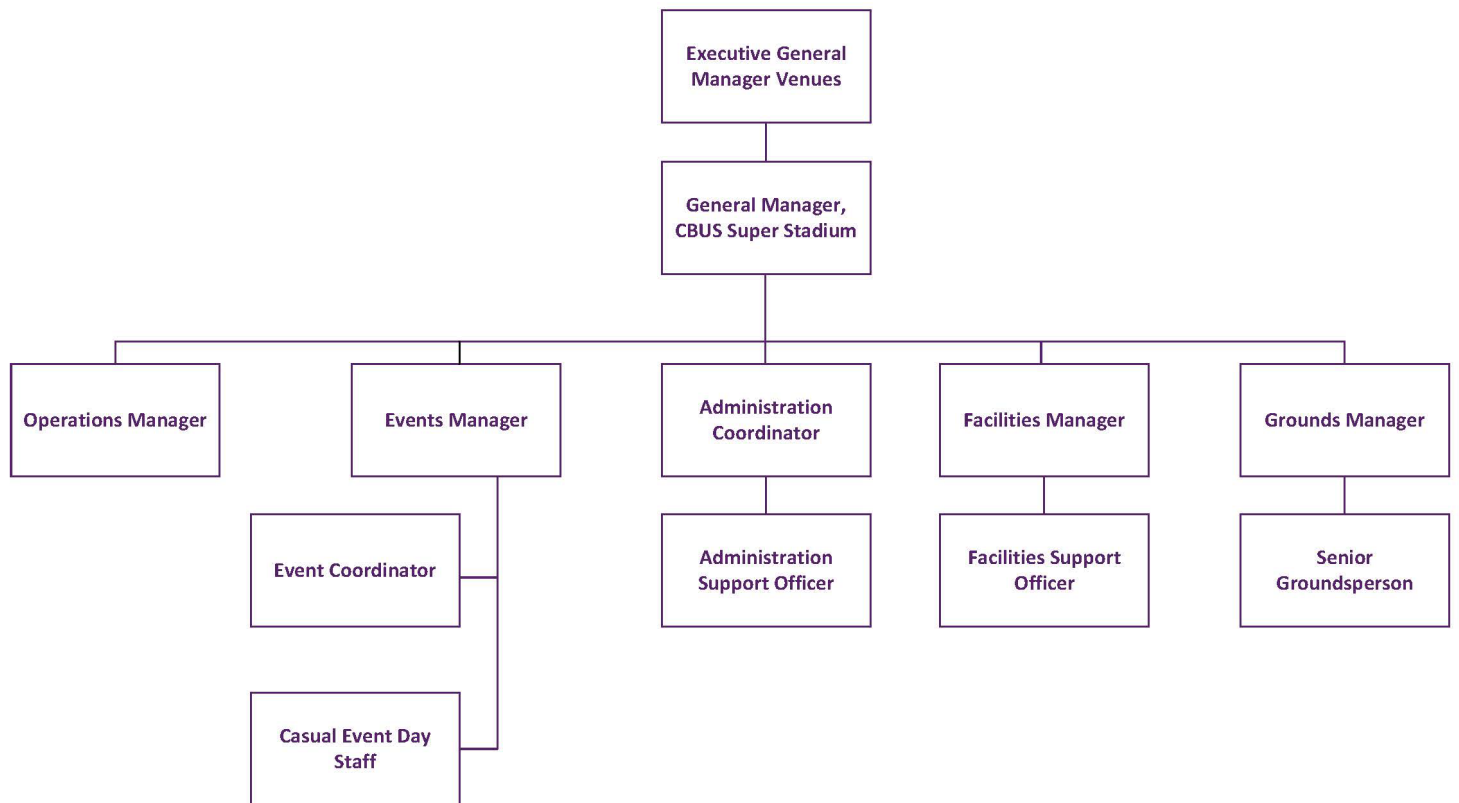
We are authentic and conduct our business with the highest standards of ethics, integrity and responsibility.

## 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 as well as a Cover Letter.



ORGANISATIONAL STRUCTURE







ATTACHMENT 1 - ROLE SPECIFIC DUTIES AND RESPONSIBILITIES

POSITION	<b>Usher</b>
REPORTS TO	<b>Supervisor</b>
JOB PURPOSE	To deliver outstanding service to patrons by directing and assisting them throughout the event and ensuring only persons with appropriate ticket and/or accreditation enter restricted areas.

### Role Overview

- Provide and maintain a friendly welcome to all patrons and be proactive in providing assistance
- Remain focused on the needs of patrons and activities in your assigned area and not the event
- Undertake tasks as requested by your Supervisor
- Remain in your designated area at all times 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 responsibilities
- Ensure you meet with your Supervisor in your designated area in order to be briefed for the specifics of each event
- Take up your designated position and ensure that nobody enters your area unless they have the appropriate pass and/or ticket
- Ensure that you are familiar with all facilities and services available to venue patrons including nearest First Aid room, nearest male, female and accessible toilets, nearest catering, merchandise, exit gate, smoking area, etc.
- Check your work area for any maintenance, cleaning or safety issues and report as necessary
- Check all section, row and seat numbers in your vicinity so that you can assist patrons as they arrive
- Check ticket details of patrons as they arrive and give clear directions as to how to get to their seats
- If a seating problem occurs which you cannot resolve contact your Supervisor
- Reinforce no smoking or vaping, no standing and alcohol restrictions as required
- Undertake other reasonable tasks as requested by your Supervisor.
- Report to your Supervisor before signing off at the end of a shift.

### Emergency Responsibilities

- Ensure aisles, concourses and exit routes are kept clear
- Be aware of the location of emergency exits, firefighting equipment and WIP phone
- If an emergency evacuation is required assist with the evacuation of patrons from the venue as directed by the Area Warden
- Participate in the management of any incident or emergency as directed by the nominated Area Warden
- Report all incidents to your supervisor or to security immediately as they occur. Be sure to take notes on any details relating to incidents that take place in your work area
- If you are unsure of your responsibility in an emergency situation, please speak to your Supervisor.

### Event Specific Requirements

- For larger events, many people may not have been to the venue before so ensure you are proactive in providing them with assistance.

### Equipment

- Uniform
- Radio (certain positions only)
- Event Information Sheet
- Emergency Management & Role Description card.

**ATTACHMENT 2 - ROLE SPECIFIC DUTIES AND RESPONSIBILITIES**

<b>POSITION</b>	<b>Gate Attendant</b>
<b>REPORTS TO</b>	<b>Immediate Supervisor</b>
<b>JOB PURPOSE</b>	To ensure that only patrons with genuine tickets, passes or accreditation enter the venue. Ensure patrons leaving the venue comply with stadium protocol.

### Role Overview

Provide and maintain a friendly welcome to all patrons and be proactive in providing assistance

- Undertake tasks as requested by your Supervisor
- Remain in your designated area at all times 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 responsibilities
- Ensure you meet with your Supervisor in your designated area in order to be briefed for the specific event
- Ensure that you are familiar with all facilities and services available to venue patrons including nearest First Aid room, nearest male, female and accessible toilets, nearest catering, merchandise, exit gate, smoking area, etc.
- Ensure that all patrons seeking entry into the event with a valid ticket or accreditation do so in a timely manner
- If there are any problems with tickets they should be directed to the nearest ticket office window
- 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 or to security immediately as they occur. Be sure to take notes on any details relating to incidents that take place in your work area
- Ensure exit routes are kept clear at all times
- Be aware of the location of emergency exits, firefighting equipment and WIP phone
- Participate in the management of any incident or emergency as directed by the nominated Area Warden

If you are unsure of your responsibility in an emergency situation please speak to your Supervisor.

### Event Specific Requirements

- For larger events, many people may not have been to the venue before so ensure you are proactive in





providing them with assistance.

- Any person suspected of being too intoxicated to enter the venue should be notified to your immediate supervisor.

### Equipment

- Uniform
- Hand Scanner
- Radio (certain positions only)
- Event Information Sheet
- Emergency Management & Role Description card



ATTACHMENT 3 - ROLE SPECIFIC DUTIES AND RESPONSIBILITIES

POSITION	<b>Car Park Attendant</b>
REPORTS TO	<b>Stadium Control</b>
JOB PURPOSE	To ensure that only cars with the appropriate pass enter the car parks.

### Role Overview

- Provide and maintain a friendly and proactive service to all persons utilising the car parks
- Remain in your designated area at all times during the event and ensure that only authorised vehicles access the car parks
- Undertake tasks as requested by Stadium Control
- 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 Venue Representative in the Venue Management Office in order to be briefed for the event
- Check your work area for maintenance, cleaning or safety issues and report to Stadium Control
- Collect any keys or access devices, ensure these are secured during your shift and return them using the appropriate sign in method
- Distribute and maintain records of car park passes issued (if required)
- Familiarise yourself with all external facilities and services available to the venue patrons including locations of entrance gates and ticket windows
- Ensure that only cars with the relevant pass or who have been authorised on the venue list enter your designated car park
- Undertake any other reasonable requests from Stadium Control
- Wait to receive advice from Stadium Control before signing off at the end of your shift.

### Emergency Responsibilities

- Report all incidents to Stadium Control as they occur and complete incident report cards as required.
- Undertake warden duties and participate in the management of any incident or emergency as directed by Stadium Control
- Remain at your designated area and secure the car park so that vehicles do not leave onto closed roads or attempt to drive through the crowds.



### Equipment

- Uniform
- Safety vest and other Personal Protective Equipment (PPE)
- Car park authorisation list and/or accreditation board
- Radio
- Briefing notes and paperwork
- Keys and swipe (if required).

**ATTACHMENT 4 - ROLE SPECIFIC DUTIES AND RESPONSIBILITIES**

<b>POSITION</b>	<b>Prep Team</b>
<b>REPORTS TO</b>	<b>Events Team</b>
<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 to ensure the venue set up, break down and event delivery is completed efficiently, timely, safely and to a high standard.
- Provide support services and a high level of customer service directly to hirers and stakeholders. Maintain a safe and presentable environment for patrons.
- Undertake tasks as requested by the Events Team
- The nature of the role requires an appropriate level of fitness to be maintained with heavy lifting involved.
- Weekday availability is required for this role

**Event / Non-Event Day Responsibilities**

- On arrival, sign in and ensure you have the necessary equipment and uniform to undertake your responsibilities.
- Meet with the Events Team to be briefed
- 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.
- Install accreditation boards and signage around the venue as required.
- Ensure all furniture and equipment requirements are in place as required 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 as required to ensure repairs can be facilitated.
- Assist the car parking team and fire panel attendant by providing breaks as required.
- Maintain a safe and pleasant event environment for all venue users.
- At the end of the event, return all equipment and furniture to its correct and designated storage facility and store in a clean and orderly fashion. Ensure any damages are brought to the attention of the Events Team.
- Undertake any other reasonable requests of the Events Team.
- Report to the Events Team before signing off at the end of your shift.



### Emergency Responsibilities

- Report all incidents to the Events Team 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)
- Briefing notes and paperwork
- Radio
- Keys and access passes
- Tools and toolbox



**Attachment 5 – Role specific duties and responsibilities**

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

### Role Overview

- Assist the Events Team in the efficient, effective and professional delivery of events
- Assist with effective event management by providing prompt and appropriate responses and direction as required
- Disseminate information relating to the event
- Provide a high level of customer service to hirers, participants and spectators
- Supervision of casual event day staff
- 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 casual event day staff are correctly positioned, are in appropriate uniform and have the necessary equipment to perform their role
- Complete checks of areas prior to gates opening and regularly during the event for maintenance, cleaning and safety issues
- Conduct staff briefings and ensure staff are familiar with venue facilities
- Provide support and information to casual event day staff and ensure a high level of customer service is maintained at all times
- Coordinate breaks for casual event day staff
- Be the first point of contact for the escalation of issues for casual event day staff and proactive in resolving any issues that arise

### Emergency Responsibilities

- Report incidents as appropriate to Stadium Control 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 fire fighting 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 Stadium Control



- Participate in the management of any incident or emergency as directed by the nominated Area Warden
- If you are unsure of your responsibility in an emergency situation, please speak to the Events Team.

### Event Specific Requirements

- For larger events, many people may not have been to the venue before so ensure you are proactive in providing them with assistance.

### Equipment

- Uniform
- Radio
- Event Information Sheet
- Run Sheet
- Emergency Management & Role Description card.