

Division: Operations

Department: Venue Operations

Reporting to: Accreditation Coordinator

Direct Reports: NA

Employment Type: Fixed Term

Enterprise Agreement Level:
Australian Grand Prix Corporation
Enterprise Agreement 2024, Grade 2



Key Relationships

Internal:

- All AGPC departments and staff
- Other internal stakeholders as relevant and appropriate

External:

- Event contractor and key suppliers
- Competitors and officials
- Accreditation & VOP's suppliers
- Accreditation Software developers
- Key suppliers and commercial partners
- Other stakeholders as relevant and appropriate

The Code of Conduct for Victoria Public Sector Employees governs the behaviour of all Corporation employees.

At the reasonable request of the Department Chief and/or Chief Executive Officer, role responsibilities may be altered.

ACCREDITATION 2IC

Our Collective Purpose: *To deliver unforgettable experiences through the world's best sports and entertainment events.*

Your Role Purpose

- Support the efficient planning, processing, allocation, production, and distribution of accreditation for the Australian Motorcycle Grand Prix and the Formula 1® Australian Grand Prix.
- Assist the Accreditation Coordinator in working with the Operations team to achieve milestones and goals in the Event Access Management strategy.

Your Core Responsibilities

Accreditation

- Assist the Accreditation Coordinator with implementing strategies for processing, printing, collating, and distributing accreditation.
- Assist in vetting and approval of personal and vehicle accreditation applications.
- Facilitate and coordinate all accreditation enquiries from AGPC staff, third parties/applicants and the wider Accreditation team.
- Assist with the relocation of the Accreditation Team to the Event Accreditation Office at Phillip Island and Albert Park.
- Assist the Accreditation Coordinator in ensuring the timely processing and smooth operation of accreditation collection.
- Collaborate with the wider operations team to integrate access control procedures with operational activities.

Administration

- Collate and analyse data to provide insights and inform decision-making processes.
- Stocktake of all accreditation collateral at the conclusion of each event and during the planning of the subsequent event.
- Assist in the briefing and ordering of all accreditation collateral including cards, lanyards, wristbands, vehicle stickers and printer supplies.
- Curate email communications and / or resources for external stakeholders within each stage of the Accreditation process.
- Entry and coordination of organisation applications into the Grand Prix Accreditation System.

	<ul style="list-style-type: none"> Follow up late applicant entries via phone, email or in person. Data entry and administrative tasks as required. Keep Accreditation manuals and guidebooks up to date. <p>Stakeholder Management</p> <ul style="list-style-type: none"> Assist the Accreditation Coordinator in liaising with external suppliers. Responsible for Accreditation staff queries when Accreditation Coordinator is unavailable. <p>Innovation / Process Improvement</p> <ul style="list-style-type: none"> Assist with the overall innovation of the Accreditation processes, software and hardware. Implement strategies to improve the overall efficiency and effectiveness of the Accreditation processes. <p>Team Management</p> <ul style="list-style-type: none"> Assist in onboarding Accreditation event staff and outlining their responsibilities. Coordinate, brief, and direct Accreditation event staff to ensure high standards of work, maintaining adequate staffing levels to meet demand. Facilitate debriefs before, during, and after events to capture and retain team insights. <p>Vehicle Management</p> <ul style="list-style-type: none"> Support the roll-out and execution of the vehicle reduction strategy. Forecast, allocate, and monitor event parking requirements and capacities. Provide support in coordinating the allocation and distribution of buggies Support the management of the Master Delivery Schedule. Assist the Venue Operations team to help deliver effective and efficient parking and transport outcomes using data from the accreditation system and other sources.
<p>Capability Framework Legend</p> <p> ■□□□□ Foundational (Self) ■■□□□ Intermediate (Self) ■■■□□ Accomplished (Team) ■■■■□ Advanced (Function) ■■■■■ Leading (Organisation) </p> <p>For Health and Safety purposes, all employees are required to:</p>	<p>Capabilities Required</p> <p>Personal Attributes:</p> <ul style="list-style-type: none"> Display Resilience & Courage..... ■□□□□ Act with Integrity..... ■□□□□ Manage Self..... ■□□□□ Value Diversity & Inclusion..... ■□□□□ <p>Relationships:</p> <ul style="list-style-type: none"> Communicate Effectively..... ■■□□□ Commit to Customer Service..... ■■□□□ Work Collaboratively..... ■□□□□ Influence & Negotiate..... ■□□□□

<ul style="list-style-type: none"> Actively participate in the reporting of hazards, incidents and near misses. Take corrective action to address or mitigate any risks or hazardous situations. Take reasonable care for one's own health and safety, and for the health and safety of others. 	<p>Results:</p> <ul style="list-style-type: none"> Deliver Results..... ■□□□□ Plan & Prioritise..... ■□□□□ Solve Problems..... ■□□□□ Demonstrate Accountability..... ■□□□□ <p>Business Enablers:</p> <ul style="list-style-type: none"> Finance..... n/a Technology..... ■□□□□ Procurement & Contract Management..... n/a Project Management..... ■□□□□ <p>People Leadership:</p> <ul style="list-style-type: none"> Manage & Develop People..... n/a Inspire Direction & Purpose..... n/a Optimise Business Outcomes..... n/a Manage Reform & Change..... ■□□□□ 	
<p>The Corporation is governed by the Australian Grands Prix Act 1994 (Vic).</p> <p>The Charter of Human Rights and Responsibilities Act 2006 is a Victorian law that sets out the basic rights, freedoms and responsibilities of all people in Victoria. The Charter requires the Corporation to act compatibly with human rights, and to consider human rights when developing policies, making laws, delivering services and making decisions.</p> <p>All employees are required to comply with the Victorian Child Safety Standards for screening and compliance purposes.</p>	<p>Qualifications & Experience</p> <ul style="list-style-type: none"> Experience in customer service and event operations (accreditation experience would be advantageous). Experience in team management. Qualifications in event management or related fields are highly desirable. Proven track record in delivering quality customer service. Strong administrative and data management skills. A current Police Check and Victorian Working with Children Check (Employee) or be willing to obtain. <p>Screening & Compliance</p> <p>This role requires:</p> <ul style="list-style-type: none"> National Police Check Victorian Working with Children's Check (Employee) Right to work in Australia Declaration of Pre-Existing Injuries and Medical Conditions Victorian Driver's License (where relevant) International Police Check (where relevant) 	