

## POSITION DESCRIPTION

POSITION TITLE	DUTY ASSISTANT
ORGANISATION	Netball NT
REPORTS TO	Venue Manager
EMPLOYMENT TYPE	Casual employee in accordance with the Amusement, Events and Recreation Award 2020
LOCATION	Darwin

### ABOUT NETBALL NT

Netball NT is the peak body for netball in the Northern Territory, leading the development and promotion of the sport across communities throughout the Territory.

Working closely with Associations, clubs, schools and community partners, we grow participation and strengthen pathways for players, coaches, officials and administrators. Our focus is building an inclusive, connected and sustainable netball community across the NT.

### POSITION PURPOSE

The Duty Assistant provides on-site support during venue hire periods, ensuring hirers have a safe, functional and well-presented facility. The role is the first point of contact for hirers and is responsible for maintaining venue operations, safety and presentation throughout the booking.

### HOURS OF WORK:

- Shifts are rostered in line with venue hire bookings
- Typically worked evenings and/or weekends, depending on hirer requirements
- Shift length will vary based on bookings
- No minimum weekly hours are guaranteed
- Minimum engagement 3 hours per shift applies under the Award.

### KEY RESPONSIBILITIES

#### 1. HIRER SUPPORT & CUSTOMER SERVICE

- Act as the primary contact for hirers during bookings
- Provide directions and guidance on use of the facility
- Manage venue operations including lighting, courts, and amenities
- Respond to reasonable requests to support a smooth hire experience

#### 2. VENUE OPERATIONS

- Open and secure (lock up) the venue in line with rostered shifts
- Operate and monitor lighting, fans and air conditioning systems
- Ensure the venue is set up and functioning correctly for each booking
- Assist with pack down at the conclusion of hire periods

#### 3. VENUE PRESENTATION & MAINTENANCE

- Maintain cleanliness and presentation during bookings
- Empty, clean and reline bins as required
- Collect and remove rubbish from courts and spectator areas
- Ensure amenities and common areas remain presentable

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### 4. EQUIPMENT & COURT MANAGEMENT

- Adjust and maintain equipment (e.g. goal posts, post pads)
- Ensure courts and surrounding areas are safe, clean and ready for play
- Maintain safe playing surfaces and surrounds throughout bookings
- Undertake minor operational tasks to support use of the facility

### 5. SAFETY & COMPLIANCE

- Monitor the venue to always ensure safe use
- Identify, address or report hazards and maintenance issues
- Respond appropriately to incidents or unsafe behaviour
- Comply with all WHS policies and procedures
- Headphones, earphones or similar devices must not be worn while on duty
- Mobile phones must not be used for personal purposes while on duty and may only be used for work-related communication or operational requirements
- Remain alert and able to respond promptly to patrons, hirers and any incidents.

### SKILLS & EXPERIENCE

- Strong customer service and communication skills
- Ability to work independently and use initiative
- Reliable, punctual and flexible with availability for shifts
- Physically capable of manual tasks and use of equipment
- Ability to follow instructions and work with limited supervision
- First aid certificate, Working with Children card and current Police Check.

### DESIRABLE

1. Experience in a sports or recreation venue environment
2. Basic understanding of facility operations and workplace safety

### WORK HEALTH & SAFETY

1. Comply with all WHS policies and procedures
2. Take reasonable care for own health and safety and that of others
3. Use equipment safely and report hazards promptly

### AWARD CLASSIFICATION & PAY

- Grade 2 Casual under the Amusement, Events & Recreation Award 2020
- Reflects independent responsibility for venue operation, customer service and safety during hire periods, and opening/closing
- Casual employees are paid the applicable Award rate + 25% casual loading
- Weekend or public holiday shifts would attract higher rates per the Award.

### ADDITIONAL REQUIREMENTS

- Flexibility to work varied weekday hours in line with bookings
- This role requires a proactive, responsive and responsible approach
- Duties may vary within the scope of the role

This Position Description may be reviewed and updated periodically to reflect operational requirements, consistent with the Award.