



NISSAN ARENA

General Manager - Nissan Arena

NISSAN ARENA

YAGGERA & TURRIBAL COUNTRY
590 MAINS ROAD
NATHAN QLD 4111

Acknowledgement of Country

Netball Queensland acknowledges the Traditional Custodians of the land on which we live, work and play. We acknowledge their Elders, past, present and emerging. In particular, we pay our respects to the Turrbal and Yuggera peoples, who are the Traditional Custodians of the land which our home office, Nissan Arena, is situated. We pay our respects to ancestors of this land, their spirits and legacy which remain linked to traditional lands and waters. Our First Nations peoples give strength, inspiration and courage to current and future generations of Queenslanders, both First Nations and non-First Nations.



- **Member of the Netball Queensland Executive Leadership Team**
- **Strategic Management of Nissan Arena across all operational, commercial, financial, planning and delivery elements**
- **Investigate 2032 Brisbane Olympic Games opportunities**
- **Nathan (Brisbane) location**

About Netball Queensland

Netball Queensland (NQ) is the peak state sporting organisation responsible for the governance, development, promotion and administration of netball throughout Queensland.

We take seriously our position as custodians of netball in Queensland and embrace our responsibility to promote inclusion, gender equality and diversity. Our Reconciliation Action Plan launched in April 2022 has formalised our commitment to reconciliation by embedding a framework to turn our intentions into practical, meaningful actions and outcomes.

At NQ our purpose is to enrich lives through netball, and we aspire to be the most played and supported sport in Queensland. Our 2023 – 2025 Strategic Plan defines what ‘winning’ means for our organisation and outlines the choices that will make it happen and create value.

At NQ our values and behaviours are important to our cultural identity and where we grow, play, inspire and lead our great game of netball. As we strive for our Queensland Firebirds to be Queensland’s favourite sporting team and work to build thriving netball communities, we know that we must assemble the right team. A career at NQ represents a unique opportunity to succeed in a high-performance environment while enjoying a flexible work culture and directly contributing to the sustainability of netball in Queensland.

About Nissan Arena

The incredible Queensland State Netball Centre (trading as Nissan Arena), is arguably Queensland’s no. 1 indoor arena for sport, is managed by NQ under a management agreement with Stadiums Queensland. Nissan Arena is the home to our history-making Queensland Firebirds netball team and the Brisbane Bullets NBL franchise as well as NQ’s operations and the delivery of a myriad of community sport and major events and competitions as part of hosting over 400,000 attendees to the venue each year.

Located 12 minutes from Brisbane’s CBD, Nissan Arena has hosted hundreds of successful events since opening in 2019. The Arena has had over 1.5 million people through the doors – to play, cheer, dance, dine and do business. Its versatility caters to minor events and community use as well as major events on show court where there is a seated capacity of just over 5,000 spectators.

The arena design accommodates multiple event offerings, with Nissan Arena being able to deliver opportunities for international, national and community sporting and entertainment events. The arena is proud of its diversification with a portfolio that exists beyond major events, and in addition to its premier show court, there is seven indoor community courts, three VIP/Conference Rooms, elite and community change rooms, and a state-of-the-art gymnasium for professional and elite athletes.

Your Contribution to Netball Queensland

The General Manager – Nissan Arena is an exciting opportunity for a consummate Venue professional to lead the strategic, operational and commercial planning and delivery associated with the Queensland State Netball Centre (QSNC) trading as Nissan Arena.

Reporting to the Chief Operating Officer and working as a key member of the Netball Queensland executive leadership team, the General Manager Nissan Arena leads a team to deliver an amazing venue experience for athletes, participants, fans and hirers, whilst ensuring the overall sustainability of the venue as Queensland's no.1 indoor sports arena.

The General Manager will oversee the development and implementation of the strategic vision of Nissan Arena, including sustainable and inclusive venue initiatives, business development, and positioning the venue in the lead up to the Brisbane 2032 Olympic and Paralympic Games. The role will identify national and global trends in indoor sports and entertainment offerings and guiding the requirements of the venue to service the hirers and fans of the future.

The role is responsible for the planning, implementation and management of all aspects of day-to-day venue operations in line with NQ's Strategic Plan, annual budget, business plan and the management agreement with Stadium's Queensland (SQ). This includes scheduling, event operations and logistics, maintenance management and reporting, food and beverage oversight, venue presentation, financial management and reporting and promotion and marketing.

A major part of the role will be managing effective relationships with NQ management and staff, the QSNC directors and sub-committee members, SQ and other government agencies, , tenants, hirers, sponsors, members, and other stakeholders.

You will ensure that the priorities identified in the NQ Strategic Plan 2023-2025 and Nissan Arena business plan are achieved and that regular appropriate reporting is provided to the NQ ELT and CEO/COO, NQ Board and QSNC Sub-committee and SQ.

Key priorities include achievement of budget and court utilisation targets, strategic plan initiatives, venue compliance with work health and safety legislation and independent reviews, meeting management agreement responsibilities to SQ, venue infrastructure projects

WHY WORK FOR NETBALL QUEENSLAND?

- To achieve our vision of being the most played and supported sport in Queensland, NQ must have the best and brightest team on and off the court. Your reward for stepping into this challenge will be:
- Culture: a high-performance culture defined by NQ's values and accepted behaviours and norms
- Flexibility: a hybrid work model that recognises the benefits of working in the office and working remotely
- Family: 18 weeks paid primary carer leave and 4 weeks paid secondary carer leave
- Wellness: access to employee assistance programs and a fully equipped high-performance gym
- Growth: professional development opportunities and a strong commitment to support your career growth
- Reward and Recognition: remuneration reviewed annually in line with our performance review and career discussion process, regular feedback provided and wins celebrated
- Facilities: modern office facilities in Nissan Arena
- Location: easily accessible location with onsite parking and public transport
- Benefits: tickets to events at Nissan Arena and sponsor discounts
- Social: social committee who organise quarterly all-team events

And above all, the opportunity to directly impact our great game of netball and ensure its sustainability for generations to come!

OUR BEHAVIOURS, CULTURE AND VALUES

At Netball Queensland behaviors are important to cultural identity. How we behave and how we execute our roles is guided by our values.

- **Brave** - To show valour in decisions and actions. The courage to take risks, to stand up for what we know needs to be done and the resilience to convert failure into fuel.
- **Authentic** - Genuine, not false, copies or counterfeit. A daily practice of living out one's true beliefs, our shared values, consistently in both words and deeds.
- **Inclusive** - To value and respect difference and diversity; to pursue equality and seek opportunities to optimize participation.
- **Trust** - To be earned and given. To have confidence or belief in someone or something, to rely on each other, to always act in good faith and fidelity.
- **Collaborative** - The decision to work in teams, to seek diverse perspectives and embrace constructive debate in the pursuit of being world-leading.
- **Innovative** - The result of continual learning and daring creativity applied with perseverance to things that will deliver value to netball.

KEY RESPONSIBILITIES

Strategy and Culture

- Proactively work with the Chief Executive Officer, COO and Executive Leadership Team to implement NQ's financial strategy and contribute to broader business strategy;
- Engage and inspire staff to engage meaningfully with both strategy and operational plans;
- Lead the development of operational plans that align to, and deliver on, NQ's Strategic Plan in relation to Nissan Arena and also comply with the management agreement with SQ;
- Communicate with confidence, energy and continually reinforce and speak to the Critical Numbers of the business;
- Ensure all venue staff have KPI's and a clear understanding of their role and responsibility in delivering operational plans, projects and critical numbers, which are to be monitored and assessed regularly;
- Actively contribute to the development of staff engagement and strategic people planning initiatives, both across the organisation and within the venue department;
- Develop and drive a culture that adheres to and promotes NQ's values; and
- Attend and actively contribute to weekly NQ ELT meetings and adhere to agreed ELT norms and expectations.

Venue Management

- Manage and oversee major event planning and event day delivery and where required act as Event Lead or (2IC) and Chief/Deputy Warden;
- Oversee and approve all venue rosters and staff workforce planning in accordance with approved budgets;
- Develop, implement, manage and oversee administrative processes, procedures and policies to ensure effective management of financial, human resources and records management systems in the operation of the QSNC;
- Ensure strict compliance with all relevant regulations governing the safe operation of the QSNC including for events and competitions held at the venue;
- Maintain and evolve safe work practices and ensure strict compliance with relevant WHS requirements for all staff, volunteers, contractors and visitors whilst on site;
- Manage and oversee major event planning and event day delivery and act as Event Lead and Chief Warden as required;
- Ensure adequate compliance and risk management plans are in place across all venues and that regular independent reviews are completed and adhered to; and
- Ensure all reporting for State and local Government agencies is completed on time.

Staff and Stakeholder Engagement

- Manage and oversee recruitment, induction, training, mentoring and review of all staff, volunteers and contractors associated with operating the QSNC;
- Manage, negotiate and oversee relevant venue hiring agreements, leases and contracts with hirers, service providers and tenants;
- Maintain excellent and proactive working relationships with venue owner (SQ) ensuring adherence to the Management Agreement and delivering professional and timely reporting and communication as required;
- Maintain strong relationships and open communication with key internal and external stakeholders including: NQ and the Queensland Firebirds; the Brisbane Bullets; Suncorp Super Netball/Netball Australia, National Basketball League; the Queensland Sport and Athletics Centre and other regular venue hirers and promoters;
- Represent NQ on relevant committees and groups as required including being a member of and Chair (if required) of the QSNC Sub-Committee; and
- Promote the ideals of excellence and responsiveness in customer service.

KEY RESPONSIBILITIES

CONTINUED...

Business Development & Commercial

- Working closely with the Venue Events Manager and the Head of Communications & Marketing, evolve the business development and marketing plan for Nissan Arena to secure competitions and events from both traditional (sporting and schools) and emerging markets (i.e., music and entertainment).
- Working closely with the GM Commercial, Marketing & Events, ensure that partnership obligations relating to venue are executed, and relationship with partners are productive and work to add future value
- Through direct reports, ensure venue hirer prospects/pipeline reports and sales/utilisation reports are produced monthly.
- Develop a content prioritisation strategy to ensure appropriate balance between venue commercialisation and the core business requirements of NQ in line with the NQ Board approved venue usage and booking policy;
- Develop and implement plans and strategies to acquire and retain events and content while retaining profitability and commercial returns;
- Identify opportunities to increase and diversify offerings within the QSNC that are compatible with the management agreement and the strategic priorities of NQ;
- Identify opportunities to increase commercial outcomes of the QSNC and work collaboratively with relevant NQ departments to deliver strategies to achieve identified outcomes;

- Work collaboratively with internal NQ departments to develop innovative, creative and viable marketing concepts, opportunities and products to assist in the commercialisation of the QSNC;
- In line with the requirements of the Management Agreement, deliver a yearly business plan for the QSNC; and
- Working collaboratively with the relevant internal NQ departments, identify and develop opportunities for new revenue streams including government grants, sponsorship and retail.

Planning and Reporting

- Prepare, implement and review the annual business plan for Nissan Arena and regularly report on priorities, deliverables and key metrics;
- Ensure the NQ Operational Plan; Projects Register and Critical Numbers are updated monthly including ensuring timelines for Board Meeting report are met;
- Undertake planning to help the organisation transition through change initiatives and evaluate progress and outcomes to inform future planning;
- Provide regular reports to SQ and the QSNC Board Subcommittee; and
- Using expert consultants as appropriate, ensure regular reviews are conducted of the venues emergency management plan, traffic management plan, work health and safety plan and other compliance matters.

Financial Management

- Ensure achievement and compliance with the approved annual budget for Nissan Arena;
- Work with the Finance department to ensure financial controls for all business-related activities within Nissan Arena are completed in accordance with NQ policy and procedures including the purchase order policy;
- Develop annual budget submissions and manage budgets and regular forecasting in conjunction with the COO and Finance Manager;
- With the assistance of the venue team, prepare and monitor event budgets and undertake cost analysis and estimated/final settlements with hirers and ensure that events are delivered within budget and timeframes;
- Ensure financial controls for all business-related activities within the QSNC are completed in accordance with Netball Queensland policy and procedures;
- Identify opportunities for capital programs and develop business cases for consideration;
- Develop tender documentation and manage the process of procurement of necessary equipment and services; and
- Deliver timely and accurate financial forecasting as required.

Direct Reports

- The Nissan Arena Venue team comprises of approximately eight permanent members plus casuals and contractors. The General Manager - Nissan Arena has four direct reports plus casuals and contractors.

KEY SELECTION CRITERIA

Qualifications & Experience

- Relevant tertiary level qualifications, ideally industry specific to venues, sport or business would be advantageous;
- Minimum five to ten years' experience in leadership roles within stadium, arena or venue management;
- Demonstrated experience with balancing both commercial and service imperatives to maximise commercial and stakeholder outcomes whilst minimising costs;
- Demonstrated experience in managing and overseeing service delivery and risks in a 7-days a week operational environment; and
- Demonstrated ability to think and operate at the strategic level.

Knowledge & Skills

Communication

- Ability to articulate complex matters and put forward compelling arguments and rationales to all levels and types of audiences;
- Analyse information, state the facts and explain their implications for the organisation and key stakeholders;
- Promote Nissan Arena's position with authority and credibility across internal and external stakeholders including government; and
- Proven ability to influence and negotiate to gain consensus and commitment from others and to resolve issues and conflicts.

Strategic Thinking

- Ability to objectively think through problems from various angles, assess risk and identify solutions;
- Demonstrated originality of thought and the capacity to develop and execute innovative solutions; and
- Critically evaluate information and demonstrate sound judgement in decision-making.

Business Development & Commercial

- Demonstrated experience in developing and implementing revenue growth strategies for long-term profitability of a venue or facility; and
- Demonstrated track record of successfully achieving revenue, net profit, and capital expenditure budgets and targets set.

People and Leadership

- Demonstrated experience in developing and leading a team and in driving a positive culture of success;
- Drives accountability and outcomes; and
- Experience in building and sustaining relationships with a diverse range of stakeholders.

Time Management

- Ability to set priorities, plan work programs, meet deadlines and manage time effectively to achieve priority outcomes and respond flexibly to changing circumstances; and
- Strong interpersonal, organizational and project management skills.

Venue Management & Operations

- Detailed and demonstrated understanding of all elements of venue event delivery including staffing requirements, traffic management, catering, ticketing, security, cleaning, broadcast, venue presentation, crowd management and spectator experience;
- Knowledge of, and experience in, managing and overseeing building services and maintenance management;
- Knowledge of venue management systems including, but not limited to, venue booking system, access control, BMS, CCTV, MATV and AV;
- Knowledge of current best practice and trends within the event and venue management environment and experience managing major events with capacity attendance;
- Experience in developing and managing tender and procurement processes, contracts and contract management;
- Demonstrated ability to set, manage and accurately forecast budgets and to identify and exploit revenue opportunities and achieve revenue and net profit targets set for the position;
- Understanding of the Not For Profit sector, particularly within a sporting context;
- Understanding of the differing needs of clients within an indoor sporting environment particularly in relation to netball, basketball, futsal and volleyball;
- Excellent working knowledge of WHS practices as well as other relevant industry related legislation, codes and standards; and
- A strong understanding of information technology systems and venue related technology including in relation to maximising opportunities through innovation.

Hours of Work

The sport industry operates outside of traditional business hours, including weekends. To succeed in this role, you must be willing and able to work when and where sport is happening. We have a flexible approach to ensuring our people can balance their family life and personal commitments alongside the demands of the industry.

Website and Social Media

For more information and news items on all facets of activities, services and programs, visit:

- Netball Queensland website: <https://qld.netball.com.au/>
- Nissan Arena website: <https://nissanarena.com.au/>

Apply Now

Applications are open now and close at midnight on Monday 1 April 2024.

NQ prefers a 1-2 page letter of introduction that addresses the qualifications and experience section in the key selection criteria, and an accompanying CV of no more than 6 pages.

Your application should be sent electronically to recruit@netballq.org.au

In the first instance general enquiries should be directed to:

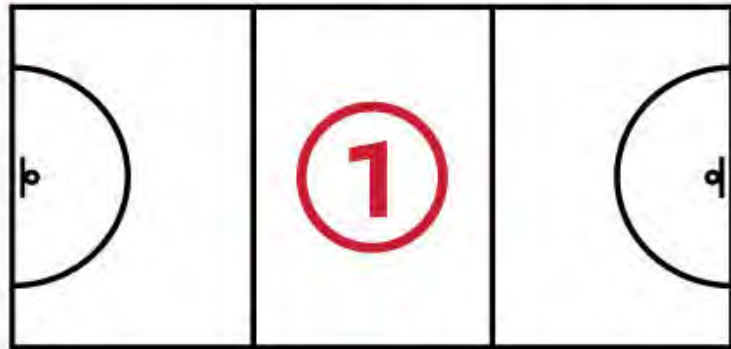
- Mike Anderson, Chief Operating Officer on 0412 540 951; or
- Emily Shaw, Head of People and Capability on 0404 293 312



NISSAN ARENA

\$44M BUILD

INCLUDES



SHOW COURT



COMMUNITY COURTS

MAXIMUM SHOW COURT CAPACITY

5,300

TOTAL VISITORS AT 31.12.23

1.578M

RECORD VISITORS OF:

424K

IN 2023, OF WHICH

192K

WERE COMMUNITY USERS

SUNCORP SUPER NETBALL



MAJOR EVENTS

IN 2023:

29

7 HOME GAMES

7 

CROSSFIT GAMES

2 

17 HOME GAMES

17 

CHEERLEADING EVENTS

3 

107K
ATTENDEES

MINOR EVENTS

IN 2023:

115

123K ATTENDEES

UTILISATION BY SPORTS, SCHOOL GRADUATIONS, CONCERTS & TRADE SHOWS

FUTSAL 

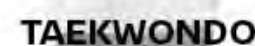
VOLLEYBALL 

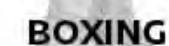
NETBALL 

BASKETBALL 

PICKLEBALL 

HANDBALL 

TAEKWONDO 

BOXING 

CROSSFIT 

WHEELCHAIR SPORTS 

NISSAN ARENA

