

Position Description



Racing Trainee Harness Racing Victoria

Organisational Context

Harness Racing Victoria (HRV) is a statutory body whose role is to oversee all harness racing activity in Victoria.

HRV's Mission is to develop a vibrant Harness Racing industry, which promotes participation, integrity and racing excellence, grows wagering and maximises returns to its stakeholders. (Further information about HRV can be found at www.hrv.org.au/hrv/)

Position Purpose

This position will be responsible for providing administrative assistance to the major functions within the Racing & Integrity Units. Subject to operational requirements it is expected that the Trainee will be given the opportunity to work across all the major functions in a support capacity during the term of their Traineeship.

Trainee will be expected to learn all appropriate duties and functions to a stage where they can competently provide administrative support and provide an adequate level of customer service as necessary.

Position Context

This position is entry level with the trainee required to complete a Certificate 3 in Racing Services as part of an Australian Government Traineeship

This is a temporary position for the duration of the Traineeship.

This position is ideally suited to someone who has a passion for racing as it is a rare opportunity for a suitable person to commence a career with Harness Racing Victoria.

Key Accountabilities

These accountabilities are indicative only as duties will vary depending upon work placement being undertaken at the time. Examples of some duties may include:

- Assist Stewards whilst at race meetings as directed.
- Assist with the processing of the annual renewals of all current licence holders.
- Assist the processing of horse nominations and stable returns.
- Assist with answering telephone calls, accepting scratchings and driver changes.
- Assist within the Registration department processing transfers of ownership and leases.

This position may also be required to provide relief /administration support to other departments at HRV which include but not limited to Licensing and Futurities.

Reporting Relationships

On a day to day basis, this position will report to the Manager in charge of the relevant or current placement. Overall responsibility for Trainee will reside with Chief Operating Officer.

Examples of some of the functional areas where the Trainee may work over the duration of the Traineeship include:

Integrity	Stewards Licensing Judges /Photo Finish Operations
Racing Office	Fields Selection Nominations
Registration	Horse Registration, Transfers & Ownership Leases

Competencies Required

Essential

- Commitment to complete Certificate 3 in Racing Services Qualification or similar
- Completed Year 12 or equivalent.
- A keen interest or understanding of the racing industry.
- Hold a valid Victorian Drivers Licence
- Good **customer service & interpersonal skills** Focus.

Trainee will need to be able to establish positive relationships with customers/industry participants and with training be able to determine and address customer requirements and deal effectively with difficult customers.

Be able to actively listen to all customers and other stakeholders to meet their requirements. Be committed to delivering high quality outcomes for all stakeholders.

- **Judgment & Problem solving** – The ability to focus on results and outcomes in a timely manner. Able to identify problems and be able to refer them to the correct person or provide appropriate information.
- Competent computer skills
- Good **written** and **oral communication** skills in order to exchange information.
- **Teamwork** – Able to co-operate and works well with others in the pursuit of HRV goals, works well with different working styles of others.
- **Ability to multi task and prioritise and deal with conflicting work pressures**
- Very good **attention to detail**
- **Flexibility** – Able to accept changed priorities and recognises the merits of different options and acts accordingly.

- **Integrity** – Conduct behaviour in the manner consistent with HRV Code of Conduct

Other requirements

This position is based at HRV's Flemington office.

Given the nature of this role, the incumbent may be expected to work outside of normal working hours according to requirements. In order to accommodate seasonal work flow peaks some additional after hours and weekend work may be required.

It is not intended that this position description limit the scope of this position in any way but to give an overview of this role at HRV. You may at times be required to work at other tasks and areas as reasonably directed by Management.