

POSITION DESCRIPTION



**MAKING A
DIFFERENCE SO
SOUTH AUSTRALIA
THRIVES**



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Position Description

Events South Australia Event Coordinator

Purpose of the position

Contribute to the successful staging of Events South Australia managed events through efficient coordination of event requirements such as volunteer recruitment, accreditation, uniforms and merchandise as well as coordinating all travel, accommodation and dining requirements for the international cycling teams competing in the Santos Tour Down Under.

Position Title:	Reports to:	Position Classification:
Events South Australia Event Coordinator	Senior Event Coordinator (Santos Tour Down Under)	Non-Executive - ASO3
Group / Unit:	Location:	Direct reports:
Events South Australia	Level 9, SA Water House 250 Victoria Square	None

Our Values



GO BOLDLY

We thrive on taking risks and enjoy stepping outside our comfort zone.



DIG DEEPER

We never settle for simply scratching the surface. We're hungry for knowledge, fresh ideas and innovations.



CAN DO

We believe there's nothing we can't do as a team.



SHARE THE LOVE

We have a passion for excellence and exceeding expectations.

Essential Criteria

QUALIFICATIONS

SKILLS, EXPERIENCE AND KNOWLEDGE

- Excellent communication skills, both oral and written.
- High level interpersonal skills, with ability to build and maintain effective working relationships with a range of stakeholders
- Demonstrated ability to manage own time effectively and use flexibility, initiative and innovative approaches to meet changing requirements and to complete work within designated timeframes.
- Demonstrated ability to work effectively in a team environment, with minimal supervision
- Demonstrated problem solving skills, with ability to identify and implement appropriate solutions.
- Demonstrated experience in project managing events
- Relevant experience (to advance level) of Microsoft Office tools including Word, Excel, and PowerPoint

Desirable Criteria

QUALIFICATIONS

- First Aid Certificate

SKILLS, EXPERIENCE AND KNOWLEDGE

- Knowledge of the roles and functions of the South Australian Tourism Commission
- Major event experience
- Knowledge of public relations and how the media operates
- Knowledge of event marketing principles
- Knowledge of online booking systems
- Experience of contract management
- Experience with business and administration systems

Competencies

Communication	Speaks clearly and fluently in a compelling manner to both individuals and groups. Clear and concise written communication utilising the appropriate style and grammar for the reader.
Negotiation	Effectively exploring alternatives and positions to reach outcomes that gain all parties' support and acceptance.
Initiative	Takes action to achieve objectives beyond what is required. Self-starting, rather than accepting passively. Displays a sense of urgency and high energy/drive to get the job done. Anticipates problems and takes action.
Adaptability/Flexibility	The ability to adapt one's approach to suit changing requirements in a variety of situations, and to maintain effectiveness with different tasks & people, thereby contributing towards creating an efficient, agile organisation. Recovers from setbacks and maintains a positive outlook when faced with difficult situations.
Time Management	Organised and efficient in own work habits; plans and priorities time effectively; has tools and/or a system in place to prioritise tasks and keep track of promised actions and important deadlines.
Teamwork	The genuine intention and interpersonal skills to work cooperatively with others, within and across the organisation. It includes respecting others, valuing ideas and diversity, supporting the team environment, and subordinating own objectives to the objectives of the organisation or team.

Key Responsibilities

TEAMS AND VIP GUEST COORDINATION – SANTOS TOUR DOWN UNDER

- Coordinate all correspondence between event organiser and competing teams
- Manage, develop and coordinate compulsory documentation
- Coordinate travel and accommodation logistics for competing teams
- Coordinate dining requirements for competing teams
- Coordinate team requirements on event, including airport transfers, team presentation transfers and ticket distribution
- Coordinate familiarisation itineraries and hosts for event VIP's
- Manage team registrations on arrival with required documentation and accreditation ready
- Be the point of contact for teams on-event
- Ensure Event Manager and Event Delivery Executive are kept informed of the status of all contracts

PERFORMANCE MEASURES

- Clear and accurate documentation is prepared within policy guidelines
- Procurement and contract documentation is approved by SATC APU and acquisitions successfully implemented within critical timeframes
- Competing teams and VIP's are engaged with the event, contribute to a positive experience for the consumer and become advocates and ambassadors for the State
- Delivery of superior customer service
- Timely and effective follow up on requests and correspondence
- Successful engagement of the broader Events South Australia team with teams and VIP attendance and arrangements
- Successful management of the registration process

VOLUNTEERS – EVENTS SOUTH AUSTRALIA

- Maintain a central volunteer system for Events South Australia
- Coordinate the recruitment of volunteers for the Santos Tour Down Under, Tasting Australia and Bridgestone World Solar Challenge
- Collate and ensure consistency of position descriptions for event volunteers
- Roster volunteers and manage their rosters on event
- Create briefing notes and conduct pre-event volunteer briefings
- Distribute uniforms and credentials
- Set-up and maintain volunteer sign on process
- Design and distribute volunteer appreciation letters
- Collate volunteer debrief reports

PERFORMANCE MEASURES

- Successful planning and clear timelines around recruitment, selection and appointment of volunteers
- Effective communication to the broader Events South Australia team in relation to the volunteer roles
- Effective leadership of volunteers
- Events effectively utilise volunteers to achieve their overall goals and objectives

ACCREDITATIONS – EVENTS SOUTH AUSTRALIA

- Coordinate event credential requirements for the Santos Tour Down Under, Tasting Australia and Bridgestone World Solar Challenge including database management, printing and distribution
- Advise on future credential development

PERFORMANCE MEASURES

- Those involved in the event can be readily identified and can gain access to relevant areas/facilities of the event

UNIFORMS AND MERCHANDISE – EVENTS SOUTH AUSTRALIA

- Coordinate the design and delivery of staff and volunteer event uniforms and protective clothing requirements
- Project manage uniform and merchandise contracts including tender documents, service briefs and acquisition plans in conjunction with relevant Event Manager
- Coordinate the design, production and sale of all managed event merchandise

PERFORMANCE MEASURES

- All staff and volunteers have uniforms / PPE prior to the event in all instances
- Uniforms and merchandise effectively promote the event
- Procurement documentation is approved by SATC APU and acquisition successfully implemented within critical timeframes

ADMINISTRATION

- Provide the first point of contact for the Santos Tour Down Under events, either in response to personal, telephone or email enquiries from the general public
- Coordinate business-related administration, including records management, data entry and contractors for key stakeholders as required
- Maintain financial records and coordinate finance-related administration, including purchase orders, invoices, budget forecasts etc
- Coordinate meetings, prepare agendas, distribute papers, take minutes and record the outcomes as required
- Assist with the drafting of Ministerial correspondence, board reports and post event reports

PERFORMANCE MEASURES

- Enquiries are handled in a courteous, efficient and timely manner, presenting the event and ESA as a professional and leading-edge organisation
- Establishment of good working relationships with internal staff and external stakeholders
- Flexibility to work on a variety of duties
- Work accuracy
- Urgent and sensitive enquiries are brought to the relevant Managers attention as soon as possible
- Efficient delivery of agendas and minutes for event meetings
- Financial management to agreed budget
- Files, correspondence and other records are handled in accordance with the South Australian Tourism Commission and South Australian Government policies and practices

ORGANISATIONAL CONTRIBUTION/SAFETY AWARENESS

- Adhere to SATC policy and procedures on all matters relating to health and safety
- Ensure that SATC vehicles are maintained in accordance with SATC Motor Vehicle Policy, attend driver training, and drive according to the law and prevailing conditions
- Follow the principles of a sustainable working environment by following organisational greening initiatives

PERFORMANCE MEASURES

- 100% commitment to Work Health and Safety (WH&S)
- 100% attendance in relevant WH&S training
- Ensure knowledge and appropriate application of WH&S procedures and policies

Special Conditions

- The appointment will be subject to a 6 month probation period. Continuation of the contract is conditional upon the achievement of performance objectives and the allocation of sufficient funding.
- The incumbent will be required to undertake an annual performance agreement with their direct manager, using the SATC's Performance Development process.
- Take personal responsibility for understanding and complying with the South Australian Tourism Commission policies on WHS, equal employment opportunity and public administration.
- The incumbent is responsible and accountable for keeping accurate and complete records of their business activities in accordance with the State Records Act 1997.
- It is the policy of the Commission that staff can be reassigned to other positions or roles consistent with their classification level to meet changing work demands and/or their personal development needs.
- The incumbent may be required to undertake a relevant national police check or employment screening check.
- Possession of a current Class C Driver's License, willingness to drive and successful completion of required driver training.
- Out of hours work, intrastate and interstate travel may be required.

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Executive Manager

Hitaf Rasheed
Executive Director, Events SA

Signed

Date

Line Manager

Jessica Sherwell
Senior Event Coordinator
Events South Australia

Signed

Date

Incumbent

Name
ESA Event Coordinator
Events South Australia

Signed

Date