

POSITION DESCRIPTION



South Australia has cracked something special.

Something so obvious it's taken years to perfect.
This is Australia's hidden gem, right when you need it. A dreamer's utopia, aged to perfection.

It's the world's biggest and longest experiment in how to live better, dig deeper, find some perspective.

Why chase endless growth, when you can just let things grow? This is a place built for the slow burn, not the burn out.

Where life can be a walk in the park.
Where old classics mix with the radical new.

A place of deep time, long stories, and ancient Country.

Where better beats bigger, living well instead of living large, honouring values over maximum value.

Whether your dream night is a full plate and a generous pour; a sold-out crowd hanging on every touch; or the next big thing hitting the high note — wherever you go in South Australia, you're met by locals inviting you to share the pleasure they take in what they do.

Here, it's not about taking over the world, it's about making paradise in our little patch of it.

South Australians share a joyful appreciation for what really counts; the simple things that make life meaningful.

And it turns out this way of seeing the world might just catch on if we let it.

Celebrate the **SIMPLE PLEASURES**

Position Description

Event Coordinator, Tour Down Under

Purpose of the position

The Event Coordinator, Tour Down Under supports the successful delivery of the Santos Tour Down Under and other flagship events delivered by the SATC by assisting with the coordination of operational, and administrative elements. This includes managing volunteer and specialist role recruitment, coordinating accreditations and merchandise, liaising with key stakeholders, and supporting event office operations. The role contributes directly to the success and safety of these events, enhancing community engagement and upholding the reputation of Events South Australia.

Position Title	Reports To	Position Classification
Event Coordinator, Tour Down Under	Assistant Event Manager, Tour Down under	ASO4 Non-Executive Contract 0.6 FTE
Group Unit	Location	Direct Reports
Events South Australia	Level 9, SA Water House 250 Victoria Square	NIL

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 passion for excellence and exceeding expectations.

Essential Criteria

QUALIFICATIONS

- Bachelor degree in Tourism and Event Management, or relevant experience

SKILLS, EXPERIENCE AND KNOWLEDGE

- Ability to work independently and as part of a team
- Effective organisation and time management skills
- Ability to prioritise tasks and meet deadlines
- Ability to communicate clearly both verbally and in writing
- Knowledge of Event practices of South Australia and Australian festivals
- Budgeting skills
- Knowledge of the event industry
- Knowledge of the tourism industry and the functions and objectives of the SATC
- Computer skills, preferably in using Microsoft Outlook, Word, Powerpoint and Excel
- Experience in administration, including filing systems and office procedures
- Ability to communicate effectively with staff at all levels in the SATC, including sponsors and external stakeholders of the events
- A personal commitment to quality customer orientated service including the ability to recognise market and customer needs
- Employment Clearance to work with children
- 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 the ability to identify and implement appropriate solutions

Desirable Criteria

QUALIFICATIONS

- Tertiary qualifications in staging, production, or administration

SKILLS, EXPERIENCE AND KNOWLEDGE

- Thorough understanding and experience working in leisure, cycling and/or sporting events nationally or internationally
- Previous experience in managing volunteers
- Knowledge of the roles and functions of the South Australian Tourism Commission and Events South Australia
- Relevant site experience with ESA managed events such as Tasting Australia and Santos Tour Down Under
- Contract management experience

- Proven ability to be self-motivated and achieve measurable outcomes
- Knowledge of business system
- Excellent interpersonal skills and the ability to communicate at all levels
- Excellent negotiation and customer service skills
- Ability to be creative
- First aid certificate
- Drivers licence

Competencies

ATTENTION TO DETAIL	Accomplishing tasks through concern for all areas involved, no matter how small; showing concern for all aspects of the job; accurately checking processes and tasks; maintaining watchfulness over a period of time.
COMMUNICATION	Communication is clear, succinct & logical; 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. Presents ideas in a clear, concise, organised, and persuasive manner.
CONTINUOUS IMPROVEMENT	Continuously seeks (or encourages others to seek) opportunities for different and innovative approaches to address organisational problems and opportunities. Facilitates the use of knowledge or help from outside the workplace. Advocates the need for self or others to seek a better way to address work process issues.
CREATIVITY & INNOVATION	Creates new and imaginative ideas to work-related issues. Identifies fresh and novel approaches and shows a willingness to question traditional assumptions.
CUSTOMER SERVICE	Proactively develops customer relationships by making efforts to listen to and understand the customer (both internal and external); anticipates and provides solutions to customer needs; gives high priority to customer satisfaction.
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.
PLANNING & ORGANISING	Establishes plans and budgets for self and/or others to accomplish. Organises and schedules resources and activities. Establishes procedures to monitor the results of delegations, assignments, or projects. Works systematically and structures own time effectively.
PROJECT MANAGEMENT	The ability to plan and schedule a medium to large size project; to involve and allocate appropriate resources; and to bring such projects to completion on time and within budgeted costs.
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

EVENT OFFICE – SANTOS TOUR DOWN UNDER

- Oversee the bump in, daily running and bump out of event offices for the Santos Tour Down Under
- Act as the first point of contact for event office
- Coordinate site plan, AV, IT equipment and operations of Event Office
- Develop a roster for the event office open times to ensure an appropriate level of customer service personnel are available at all times and report to Event Manager if roster requires changing
- Coordinate a packing day for the event office prior to the event to ensure all packs for pickup in the event office are prepared in advance
- Manage all processes for the event office including storage and distribution of uniforms, accreditations and packs
- Manage cycling teams enquiries and collections from Event Office and act as a central point of contact and assist during festival period
- Manage the Event Office Placement Student to ensure their contribution meets their development needs and contributes positively to the event
- Provide assistance with various administrative activities as directed by the Event Manager, Assistant Event Manager and Senior Event Coordinator

PERFORMANCE MEASURES

- Event Office enquiries are dealt with promptly to a high standard of customer service
- Event office is adequately staffed and any changes required are dealt with in an efficient manner
- Packs and accreditation are prepared and packed in advance for smooth delivery in event
- Staff are well informed on the bump in/bump out process and all required equipment is provisioned and in place for bump in

VOLUNTEERS – EVENTS SOUTH AUSTRALIA

- Maintain a central volunteer system for Events South Australia
- Act as the contract manager for the volunteer software provider
- Develop a volunteer strategy for Events South Australia which considers growth, retention and reward and recognition
- Coordinate the recruitment of volunteers for the Santos Tour Down Under, Tasting Australia, National Pharmacies Christmas Pageant Community Site and any other flagship ESA events
- Cultivate industry relationships with universities and volunteer organisations and speak at functions as required about volunteering
- Collate and ensure consistency of position descriptions for event volunteers, updating the roles where required
- Maintain strong communication channels with volunteers throughout event and during the year, implementing effective recognition and retention strategies
- Roster volunteers and manage their rosters during event, ensuring roles are effectively filled by the right volunteer

- 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 and post event surveys
- Effectively manage volunteers during events, ensuring behaviours are in accordance with SATC's WH&S and HR policies and procedures

PERFORMANCE MEASURES

- Successful planning (including long-term 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
- Effective recruitment of suitable volunteers
- Retention of suitable volunteers

DRIVERS AND SPECIALIST ROLES – SANTOS TOUR DOWN UNDER

- Coordinate the administrative requirements for the recruitment of drivers and specialist roles for the Santos Tour Down Under
- Collate and ensure consistency of position descriptions for drivers and specialist roles, updating the roles where required in collaboration with Race Direction Team and Event Manager
- Work with the Race Direction Team to ensure all driver requirements are fulfilled with skilled personnel
- Maintain strong communication channels with drivers and specialist roles throughout event and during the year, implementing effective recognition and retention strategies
- Maintain a roster for drivers and work closely with the Race Direction team on management of their rosters during event, ensuring roles are effectively filled by the right person
- Work with the Assistant Race Director to ensure appropriate briefing and training of drivers and specialist roles
- Work with the Senior Event Coordinator to coordinate travel and accommodation logistics for interstate drivers and specialist roles
- Work with the risk & insurance advisor to ensure that appropriate insurances are in place for all driver & specialist roles
- Distribute uniforms and credentials
- Coordinate the contracting process for all drivers including working with the contracts and procurement team to update templates, distribution of contracts to drivers and specialist roles and records management for signed contracts
- Collate driver and specialist role debrief reports and post event surveys
- Effectively manage drivers during events, ensuring behaviours are in accordance with SATC's WH&S and HR policies and procedures

PERFORMANCE MEASURES

- Successful planning and clear timelines and administrative processes around recruitment, selection and appointment of volunteers
- All event requirements for drivers and specialist roles are fulfilled with personnel with the appropriate skills
- Strong relationships between the SATC and driver /specialist roles
- All UCI and AusCycling requirements in relation to drivers are met

EVENT COORDINATION – SANTOS TOUR DOWN UNDER

- Coordinate invitations, agendas and take minutes at key Santos Tour Down Under meetings and distribute to key personnel in a timely manner
- Ensure Santos Tour Down Under documentation is up to date with appropriate filing and records management
- Work closely with the event and ICT teams to coordinate a brief for ICT requirements across the event
- Provide administrative support to the event team, including distribution of contracts for execution through DocuSign and other administrative tasks as required
- Support the customer service & ticketing coordinator in customer service requirements for the event including monitoring the event inbox and phone lines as required

PERFORMANCE MEASURES

- Meeting invitations, agendas and minutes are distributed to key personnel in a timely manner
- TDU documentation and filing meets SATC records management guidelines
- ICT team are well informed on ICT requirements for the event
- Administration is executed with good attention to detail in a timely manner
- Deliver superior customer service for Santos Tour Down Under fans and stakeholders

ACCREDITATIONS – SANTOS TOUR DOWN UNDER

- Coordinate event credential requirements for the Santos Tour Down Under and any other flagship ESA events including database management, printing and distribution
- Advise on future credential development and review credential types and information provided on credentials each year
- Ensure the appropriate supporting documentation is created including accreditation boards for security and documentation of access systems

PERFORMANCE MEASURES

- Those involved in the event can be readily identified
- Access control can be efficiently managed through credential identification
- Accreditation is clear and easy to understand for the event team and security staff

UNIFORMS AND MERCHENDISE – SANTOS TOUR DOWN UNDER

- Coordinate the design and delivery of all 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
- Coordinate the distribution of uniforms for each event

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

MAJOR EVENT LEGISLATION ENACTMENT – SANTOS TOUR DOWN UNDER

- Coordinate the requirements for major event legislation enactment including drafting a briefing to the Minister, liaising with the Office of the Surveyor-General to have maps and descriptions for all event elements created, drafting notification letters to councils and drafting a gazette notice
- Liaise with the SATC Executive Services team to get approval for the Minister for Tourism for enactment and for board approval of authorised persons
- Communication major event legislation to relevant stakeholders
- Prepare a management plan which details how any breaches of the major event legislation act will be managed.

PERFORMANCE MEASURES

- All documentation is thoroughly checked and accurate
- All required stakeholders are aware of the major event legislation enactment and have a thorough understanding of what it means and can act within their designated authority

EVENT COORDINATION - EVENTS

- Act as a site office duty manager during the Tasting Australia event period
- Coordinate tasks, projects and on event delivery roles across other events as required

PERFORMANCE MEASURES

- Site office requirements during duty shifts are performed as required with daily reports provided
- Contribution to support all events delivered by the SATC to a high standard with positive experience outcomes for attendees

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
- Class C Drivers Licence and willingness to drive
- Out of hours work, intrastate and interstate travel may be required.

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Executive Manager	Line Manager	Incumbent
Hitaf Rasheed Executive Director Owned Events, Event Innovation and Key Projects Signed Date	Chloe Camilleri Assistant Event Manager Santos Tour Down Under Signed Date	Name: Event Coordinator, Tour Down Under Events Signed Date

