

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, Events Delivery

Purpose of the position

The Event Coordinator primarily supports the successful delivery of the National Pharmacies Christmas Pageant, while also providing support across the Santos Tour Down Under and Tasting Australia presented by Journey Beyond as required. The role assists with the coordination of operational and administrative activities, including volunteer and specialist role recruitment, rehearsals and costume allocation, accreditations and merchandise, stakeholder liaison, and event office operations. Through this work, the position contributes to the safe and successful delivery of South Australia’s major events, enhancing community engagement and protecting the reputation of the organisation.

Position Title	Reports To	Position Classification
Event Coordinator, Events Delivery	Assistant Manager, National Pharmacies Christmas Pageant	ASO4 Non-Executive Contract 0.6 FTE
Group Unit	Location	Direct Reports
Events South Australia	Ferryden Park – Christmas Pageant Warehouse 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 in using Microsoft Outlook, Word, Powerpoint, Teams and Excel (including importing and exporting .csv files), Adobe suite, in particular Premier Pro
- 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 (Working with Children Check)
- 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 stage management, production, or administration

SKILLS, EXPERIENCE AND KNOWLEDGE

- Thorough understanding and experience working in leisure events nationally or internationally
- Knowledge of video production and editing
- 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, Santos Tour Down Under and National Pharmacies Christmas Pageant

- 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

Competencies

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.
PLANNING AND 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 assignments or projects. Works systematically and structures own time effectively.
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.
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.
CREATIVITY AND INNOVATION	Creates new and imaginative ideas to work-related issues. Identifies fresh and novel approaches and shows a willingness to question traditional assumptions.
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.
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.
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.
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.

Key Responsibilities

EVENT COORDINATION AND ADMINISTRATION – NATIONAL PHARMACIES CHRISTMAS PAGEANT

- Produce rehearsal timetables and all organisational material for all participants and attend rehearsals with the Pageant Event Manager & Creative Director
- Coordinate meetings including Event debriefs as required
- Prepare Agendas, set meeting dates, take minutes at meetings, and distribute to appropriate personnel in a timely manner
- Notify the digital team of required website updates as required
- Work with Assistant Manager and Wardrobe Supervisor to coordinate registration system for participation in the Pageant and for wardrobe fittings, including excel records
- Liaise with Director, Event Delivery to ensure documentation for dignitaries attending the Pageant and Major Event Legislation is completed in a timely manner
- Work with Pageant Event Manager & Creative Director regarding Pageant asset hire and sales documentation
- Liaise with the marketing team regarding the Mini Float Competition date and promotion, manage receipt and shortlisting of all entries, coordinate judging and media release logistics
- Organise and liaise with post pageant dispersal venues for the safety of children on Pageant Day
- Update and monitor wardrobe fittings online portal booking system
- Liaise with the SATC ICT Team to manage the volunteer registration and wardrobe portals, using imported excel sheets
- Maintain working with children check documentation and liaise with relevant SATC team members to ensure compliance
- Organise and archive all Pageant music and liaise with AV contractor to provide the annual music format including music for new floats on instruction from the Pageant Event Manager and Creative Director.
- Coordinate contract discussions with the online participant training platform supplier, set up the training platform for use, import user data and create and upload the material to be presented to volunteers during online training (including creation, editing and uploading of training videos or alterations, and training questions as instructed by the Pageant Manager and Creative Director)
- Analyse outcomes of participant training platform for attendance and training completion, post event.
- Assist with the compilation and distribution of the Pageant Operations Manual Coordinate the review of Television Commentary by Pageant Director, Marketing and Sponsorship teams and Broadcast rehearsal
- Communicate with Pageant vendors and City of Adelaide to confirm locations, compile insurance currency certification and provide copies for City of Adelaide and the operations team.

PERFORMANCE MEASURES

- Deliver superior customer service to visitors and pageant staff
- Follow up on requests and correspondence as required

- Wardrobe register, character list and fitting and rehearsal timetables and participant registrations are updated and maintained in a timely manner
- Mini float entries filed and short listed in time for judging and information is provided to the PR Manager for launch requirements
- Working with Children Checks compiled in accordance with risk management plan
- Children participants reunited with nominated guardian at the end of the Pageant as per plans
- Float music filed in format order and available to sound contractor in a timely manner
- Online training videos updated and online training ready for registrant training in a timely manner
- Vendor approvals and documentation compiled and notified to relevant parties in a timely manner

RECEPTION – NATIONAL PHARMACIES CHRISTMAS PAGEANT

- Answer phones, take messages and forward incoming calls
- Generate correspondence as required and follow up with relevant parties
- Greet visitors and advise appropriate staff
- Forward plan for a backup receptionist duty for the month leading up to the Pageant
- Monitor entry gate intercom
- Other duties as required

PERFORMANCE MEASURES

- Messages and incoming calls are delivered to appropriate recipients in a timely manner with accurate information
- External recipients receive correspondence in a timely manner to enable their timely participation or service delivery for the Pageant.
- Visitors are greeted and dealt with in a friendly and informative manner and staff are introduced to visitors as soon as they arrive.
- Visitors gain access via entry gate and system capabilities reported
- Demonstrates a preparedness to undertake other duties as required to assist the pageant team in achieving their goals.

PAGEANT EVE / DAY LOGISTICS

- Assist bump in of Pageant-on-Pageant eve including participant and change room facilities
- Supervise Information Desk, for provision of information to participants, suppliers and other stakeholders as required
- Coordinate stage managers assigned to special guest performers
- Coordinate the child participants collection process post Pageant
- Undertake the duties set in the running sheet prepared by the Event Manager

PERFORMANCE MEASURES

- Pulteney Grammar School set up in a timely manner and in accordance with Event Managers requirements

- Information desk notifications delivered and enquiries responded to in a polite, efficient and informative manner
- Procedures in relation to children and their protection and safety in the Pageant implemented with diligence
- Special guest performers complete their roles per their running sheets
- Duties as detailed in the running sheet carried out.

EVENT OFFICE – SANTOS TOUR DOWN UNDER

- Support the bump in, daily running and bump out of event offices for the Santos Tour Down Under
- Support all processes for the event office including storage and distribution of uniforms, accreditations and packs
- Assist cycling teams with their enquiries and collections from Event Office
- 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
- Packs and accreditation are prepared and packed in advance for smooth delivery in event

CREW CATERING – SANTOS TOUR DOWN UNDER

- Coordinate the catering for staff / volunteers and emergency response centres for the event
- Collate all catering requirements and manage the budget
- For lunches in region, source from local suppliers

PERFORMANCE MEASURES

- Catering number and budgets are forecast and delivered accurately
- Positive feedback on the catering provided

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, Events Innovation and Key Projects Signed Date	Vicki Wegmann Assistant Manager National Pharmacies Christmas Pageant Signed Date	Name: Event Coordinator, Events South Australia Signed Date

