POSITION DESCRIPTION
EVENTS AND VENUE ASSISTANT

RESPONSIBLE TO: Acting Events and Venues Manager
SUBORDINATE POSITIONS: Nil
AWARD: UniCentre Agreement
SECTION: UniCentre

JOB SUMMARY
To assist in co-ordinating the marketing, booking and operations of event and venue services at the Wollongong Campus, the Innovation Campus and any other off-site facilities.

STAKEHOLDERS
1. To provide administrative support in delivering safe, efficient, properly equipped, customer friendly meeting rooms and event services, on or off campus, to internal and external clients.
2. To be a point of contact for internal and external users, to provide a meet and greet service to clients and to supervise events while they are underway.
3. To assist in problem resolution and answer questions, referring to the appropriate department when unable to respond.
4. To maintain facility or event calendars, updating as necessary and to maintain records on event activity, progress and status.

FINANCE
5. To assist in the ordering of, safe receipt and storage of, and payment for goods and services.
6. To prepare quotations for customers based on standard price lists.

PEOPLE
7. To assist the team with correspondence, answering telephones, preparing files and general administration.

OPERATIONS/BUSINESS
8. To follow written operational procedures and work methods for all areas of the service, ensuring consistent, high quality standards.
OTHER

9. To take part actively and positively in any quality accreditation (or other recognised standard) initiatives.

10. To assist in implementing a new Events and Venues IT system, undertaking data entry and validation of transferred data.

11. To undertake other such duties as are within the range of skills normally employed by an Officer of this classification.

12. To work flexible hours to ensure quality of services and to ensure services are delivered efficiently, on time and in the best interests of the client. This will involve some weekend and evening work on a rostered basis.

OCCUPATIONAL HEALTH AND SAFETY AND INJURY MANAGEMENT

13. Maintain a clean and safe work environment while complying with all UniCentre safety policies and procedures.

14. Work within guidelines as detailed in the relevant “standard work method statements” (SWMS).

15. Report all workplace accidents and hazards to your supervisor. Implement immediate action for identifies hazards if able to do so safely.

16. Participate in workplace consultative meetings as required and recommend improvements to relevant “standard work method statements”.

17. Ensure that all tasks are conducted in a manner consistent with the standard work method statements.

Signed:_________________________ Date: ________________

Signed:_________________________ Date: ________________

MARCH 2011
PERSON SPECIFICATION

Knowledge and skills

Essential:
- Demonstrated high level of organisational and administrative skills.
- Demonstrated high level of computer skills including word processing and use of Excel spreadsheets.
- Demonstrated high level of problem solving skills, including reacting to unexpected operational issues.

Education and experience

Essential
- At least 2 years experience in an administration role.

Desirable
- Experience in Event Administration.
- Tertiary qualification in event or hospitality management.

Personal attributes

Essential:
- Excellent written and verbal communication skills with the ability to deal with people at all levels of seniority in an organisation.
- Ability to manage conflicting priorities and work to deadlines in a calm and measured manner.
- Excellent attention to detail.

Desirable:
- Good understanding of the logistics and timing of events.

Special job requirements

Essential:
- Ability to work some flexible hours as out-of-hours business demands.

All applicants are strongly advised to address each criterion individually in their application