POSITION DESCRIPTION

EVENTS AND VENUES CO-ORDINATOR

REPORTS TO: Events and Venues Manager

SUBORDINATE POSITIONS: Nil

AWARD: Wollongong UniCentre Certified Agreement

SECTION: UniCentre

JOB SUMMARY

To assist in co-ordinating the promotion, booking and operations of Events and Venues Services at UOW Wollongong Campus, the Innovation Campus and other occasional off-site facilities.

CUSTOMER SERVICE:

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 clients and customers in problem resolution and to answer questions, referring matters to the appropriate department where applicable.

4. To maintain facility or event calendars, updating as necessary and to maintain records on event activity, progress and status.

5. At all times, to promote a positive experience for all clients, customers and staff through attentive and timely customer service practices.

FINANCIAL CONTROL:

6. To assist in the ordering of, safe receipt and storage of, and payment for goods and services.

7. To prepare, in a timely manner, quotations for customers based on standard price lists and client requirements.

8. Timely and accurate generation and delivery of invoices and the efficient receipting of payments.

PEOPLE AND CULTURE:

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

10. To embrace UniCentre’s culture of continual improvement through encouragement, innovation, training, assessment and generation of ‘Opportunity for Improvement’ (OFI) suggestions where appropriate and in line with UniCentre’s Quality Assurance Process.

BUSINESS PROCESS AND INNOVATION:

11. To follow written operational procedures and work methods for all areas of the service, ensuring consistent, high quality standards.
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12. Operate both Micros ordering and Opera Catering Software.

13. Seek business improvement through process review and innovation

OTHER:

14. To take part actively and positively in any quality initiatives

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

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

WORK HEALTH AND SAFETY:

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

18. Work within guidelines as detailed in the relevant Standard Work Method Statements (SWMS).

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

20. Participate in workplace consultative meetings as required and recommend improvements to relevant Standard Work Method Statements.

21. Ensure that all tasks are conducted in a manner consistent with the Standard Work Method Statements.

Signed: ____________________________ Date: ________________

Employee

Signed: ____________________________ Date: ________________

Manager
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EVENTS AND VENUES CO-ORDINATOR

PERSON SPECIFICATION

Knowledge and Skills

- Demonstrated advanced level of organisational and administrative skills
- Demonstrated computer skills including MS Office applications and ability to be trained in the use of other internal softwares.
- Demonstrated high level of problem solving skills, including confidence in reacting to unexpected operational issues through to resolution.

Education and Experience

- Demonstrated experience in an administration role.
- Experience in Event Administration.
- Tertiary Qualification in Event or Hospitality Management or a related discipline.

Personal Attributes

- 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 deadlines in a calm and measured manner.
- Excellent attention to detail and personal presentation.
- Appreciation of the importance of attention to detail and punctuality in the planning and execution of Events.

Special Job Requirements

- Ability to work some flexible hours to meet business demands.

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