



Total Workforce Services

Application Information Package for the job opportunity:

Event Coordinator

Reference Number: 008LEAD



Thank you for your interest in this position. This package contains the information you require to apply for the position, including:

- Overview about the Employer
- Job Description for the role
- Position details
- Selection Criteria

Applications Close: 9am AEST Monday 23rd May 2022

About the employer...

Our client, LEAD Professional Development Association Inc. (LEAD) is a non-government, not-for-profit organisation based in Seven Hills supporting the learning and development needs of people working with vulnerable families, children & communities in community services sector throughout Western Sydney and has been doing so for over 30 years.

LEAD workshops and events are highly regarded by their stakeholders, and they strive to provide unique opportunities based on emerging and existing evidence, facilitated by subject-matter experts.

Vision

LEAD has a vision to be recognised as the sector's "Professional Development Association of Choice", achieved through the delivery of evidence-based content from industry innovators, the provision of excellent customer service to members and non-members, and the development and nurturing of mutually beneficial relationships and strategic alliances.

LEAD Core Values

- Lead through the pursuit of growth and learning.
- Lead through being innovative and flexible.
- Lead through our passion to make a positive difference.
- Lead through a strength-based approach.

Find out more on [their website](#).

Some of the great benefits provided to employees...

- Some above Award conditions
- Opportunities for multi skilling and up-skilling
- High level of diversity in role
- Excellent working environment

About the Opportunity...

As an Event Coordinator you will be responsible for coordinating (arranging, promoting & executing) high quality professional development events and meeting the needs and expectations of LEAD's stakeholders.

You will collaborate with both staff in house and also attendees of events, facilitators and other suppliers, working closely under the supervision of the Operations Manager to ensure that LEAD's reputation of staging high quality of events is maintained.

There is a lot to this role that needs to be completed in a timely, precise manner that contributes to the seamless, cost-effective, back-end support processes of LEAD events and workshops, including things like booking venues, trainers, organising catering, invoicing, monitoring registration numbers, scheduling events, preparing reports, data entry and providing exceptional customer service.

Position Details...

Status:	Part-Time
Term:	Fixed term until 30 June 2025 (with possibility of extension based on funding options and business need)
Hours per week:	28 hours per week in total
Days of work:	4 days a week Needs to include a Wednesday, but able to negotiate other 3 days
Award Coverage:	Salary and conditions of employment will be as described in the NSW SCHADS Award.
Salary:	Salary classified at Level 4, Pay point 1. Details of this hourly rate can be found on the Fair Work website.
Positions available:	There is 1 vacant position.
Location:	Based in Seven Hills, NSW
Travel:	The office is located in Seven Hills, but this role requires regular travel to support workshops held throughout Western Sydney and Nepean/Blue Mountains, so a Driver's License and regular access to a reliable, comprehensively insured car is necessary.

Probationary Period...

A six-month probationary period applies to all positions at this employer from the date of appointment. A probationary review will be conducted prior to conclusion of this period.

Pre-employment checks required...

The successful applicant will be required to participate in the following as part of the recruitment process:

- Right to Work in Australia

COVID-19...

The services this employer is funded to provide to the community is categorised as an essential service so has remained open during COVID-19 shutdown periods. Just some of the measures this employer has adopted to ensure they are providing a COVID-SAFE workplace for their employees are:

- Daily cleaning of the premises and other items
- Social distancing
- Providing hand sanitizer
- Providing personal protective wear if needed
- Asking staff feeling unwell to remain home instead of coming in to work

It is a requirement that all employees are fully vaccinated for COVID-19 due to the nature of the work including working with vulnerable members of the community. Please note, the successful applicant will be required to provide their proof of vaccine certificate which will be securely stored in their personnel file.

The Position Description...



PO Box 390
SEVEN HILLS NSW 1730
t: 9620 6172
f: 9620 6173
e: info@leadpda.org.au
w: www.leadpda.org.au
ABN: 54960560044

Event Coordinator Position Description

The Event Coordinator is responsible for coordinating (arrange, promote and execute) high quality Professional Development events in collaboration with internal and external stakeholders, responsiveness to meet the needs and expectations of LEAD's customers and facilitates the operations of the organisation. The Event Coordinator works closely under the supervision of the Operations Manager to ensure that LEAD's reputation of staging high quality of events is maintained. This is a multi-faceted role with a wide range of tasks that need to be completed in a timely, precise manner that contribute to the seamless, cost-effective back-end support processes of our events and workshops across our four business streams: DCJ funded events, eLearning Courses for teachers and Community Sector Practitioners and Fee for service events.

Key Accountabilities

- Oversee the provision of a range of administrative activities to support the preparation, promotion and execution of LEAD's professional development events.
- Ensure the coordination and delivery of all aspects of high-quality events which meet organisational needs (e.g., negotiate contracts for venues and trainers, catering, audio-visual equipment, signage, on-site coordination, online coordination for online workshops and post-event details).
- Work collaboratively with internal stakeholders to ensure that the development and distribution of LEAD's Calendar of Events is within the required time frames and that the event and booking calendar, databases and records, comply with administrative system and processes, and that all information is accurate, stored correctly, accessible and processed in a timely manner.
- In collaboration with Operations Manager, Sector Development Team, develop marketing flyers that align with LEAD's branding guidelines as and when required.
- Ensure that the preparation/setup of events (either in-house at Seven Hills or at venues across Western Sydney Nepean Blue Mountains) is actioned in advance of each event, including table & chair configuration, IT requirements such as the trainer's PowerPoint presentations, participant folders and consumables, registration forms, tables, chairs, IT, whiteboards and any other equipment required.
- Ensure that preparations of all online workshops are actioned in advance of each event, including follow-up on registrations, email reminders along with ZOOM links, update Presenter regarding numbers and other requirements.
- As required, represent LEAD at events that occur off-site and at our LEAD Learning Centre.
- Ensure that Workshop Evaluations Forms are prepared and distributed to participants during face-to-face/online Workshops.
- Ensure that all DCJ events evaluation information entered DEX in timely manner every month.
- Ensure that all fee for service workshops evaluation summary prepared in timely manner for the organisations.
- Take a proactive role in the development of organisation procedures and continual quality improvement.
- Respond to enquiries and escalate and/or redirect issues as required to ensure the provision of accurate and timely information.
- Provide a positive customer experience at all points of contact.

- Promotion of LEAD Learning Centre for venue hire in Western Sydney via direct and social media marketing campaigns to increase the bookings for LEAD Learning Centre.
- Manage the bookings of LEAD's Learning Centre and maintain the records of booking and availability for all LEAD staff.

Key Challenges

- Managing multiple events throughout Western Sydney and Nepean Blue Mountains.
- Ensuring customer service is of the highest quality, consistent and engaging.
- Meeting required time frames without compromising on quality.
- Attention to detail to ensure events and activities are delivered in a timely, cost effective and accurate manner.

Key Relationships

Internal:

Reports to:	Operations Manager	Collaborates, escalates issues, provides updates
Works with:	CEO, Learning and Development Manager, Finance & Admin Team, Sector Development Coordinators, AWDP Sector Development Coordinators	Respond to queries, share information, participate in team meetings, identifies needs, escalates and/or resolves issues
Direct reports:	NA	NA

External:

Local TEI Workers & Organisations	Respond to queries, identify needs, proactively communicate services and redirect/escalate/resolve issues
Trainers/facilitators, venues, caterers & other suppliers	Respond to queries, identify needs, administer bookings & contracts, communicate services and redirect/escalate/resolve issues
Stakeholders	Respond to queries, identify needs, communicate services and redirect/escalate/resolve issues
Organisations in Western Sydney	Coordinate LEAD Learning Centre Booking

Capabilities for the role

(Refer to NSW Public Sector Capability Framework)

Capability Group	Capability Name	Level
Personal Attributes	Display Resilience & Courage	Intermediate
	Act with Integrity	Intermediate
	Manage Self Value Diversity	Adept Intermediate
Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Adept
	Work Collaboratively	Intermediate
Outcomes	Deliver Results	Intermediate
	Plan & prioritise	Adept
	Think & Solve Problems	Intermediate
	Demonstrate Accountability	Intermediate
Business Enablers	Technology	Adept
	Finance	Intermediate
	Project Management	Intermediate

Focus Capabilities

(Refer to NSW Public Sector Capability Framework)

Capability Group	Level	Behavioural Indicators
Personal Attributes: Manage Self	Adept	<ul style="list-style-type: none"> Keep up to date with relevant contemporary knowledge and practices. Look for and take advantage of opportunities to learn new skills and develop strengths. Show commitment to achieving challenging goals. Examine and reflect on own performance. Seek and respond positively to constructive feedback and guidance. Demonstrate and maintain a high level of personal motivation.
Relationships: Commit to customer service	Adept	<ul style="list-style-type: none"> Take responsibility for delivering high quality customer-focused services. Design processes and policies based on the customer's point of view and needs. Understand and measure what is important to customers. Use data and information to monitor and improve customer service delivery. Find opportunities to cooperate with internal and external stakeholders to improve to comes for customers. Maintain relationships with key customers in area of expertise. Connect and collaborate with relevant customers within the community.
Outcomes: Deliver Results	Intermediate	<ul style="list-style-type: none"> Complete work tasks to agreed budgets, timeframes, and standards. Take the initiative to progress and deliver own and team/unit work. Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals. Seek and apply specialist advice when required. Identify any barriers to achieving results and resolve these where possible. Proactively change or adjust plans when needed.
Outcomes: Plan & prioritise	Adept	<ul style="list-style-type: none"> Consider the future aims and goals of the team, unit and organisation when prioritising. Initiate, prioritise, consult on and develop team and unit goals, strategies and plans. Anticipate and assess the impact of changes, such as government policy/economic conditions, on team/unit objectives and initiate appropriate responses. Ensure current work plans and activities support and are consistent with organisational change initiatives. Evaluate achievements and adjust future accordingly.



Business Enablers: Technology	Advanced	<ul style="list-style-type: none"> Identify opportunities to use a broad range of technologies to collaborate. Monitor compliance with cyber security and the use of technology policies. Identify ways to maximise the value of available technology to achieve business strategies and outcomes. Monitor compliance with the organisation's records, information and knowledge management requirements.
Business Enablers: Project Management	Intermediate	<ul style="list-style-type: none"> Perform basic research and analysis to inform and support the achievement of project deliverables. Contribute to developing project documentation and resource estimates. Contribute to reviews of progress, outcomes and future improvements. Identify and escalate possible variances from project plans.

General Responsibilities

- Be guided by and contribute towards the Organisation's Strategic Plan.
- Be guided by and contribute to the Organisation's Policies and Procedures.
- Be guided by and contribute to the Organisation's Reconciliation Action Plan.
- Exercise any other authority which may be delegated from time to time with due care and professionalism, maintaining an awareness of LEAD's expectations and standards at all times.
- Promote and support LEAD core goals and standards for all training participants.
- Prepare written reports as requested by Management.
- Actively participate in individual and organisation work practice reflection and quality improvement processes.
- Participate in Worker Health Safety (WHS) consultative processes.
- Act responsibly, take care of self & others, and cooperate with LEAD in matters of workplace health and safety.
- Attend staff meetings, training and other activities as directed by the Operations Manager and Executive Management team.
- Commit to cross cultural respect and recognition of Aboriginal and Torres Strait Islander cultural and social justice embedded and outlined in Reconciliation Action Plan, Strategic Plan and organisational work plans.

Other requirements

- Current driver's licence and access to comprehensively insured motor vehicle.
- Competence with the Microsoft Office suite of products, databases and management systems
- Professional and proactive attitude.
- Ability to be flexible with duties being completed in a fast-paced environment.
- Ability to work autonomously and within a team environment.
- Flexible work hours may be required from time to time.

Selection Criteria

Essential:

- Formal qualifications in Event Management (Certificate IV in Events , Diploma of Event Management or Bachelor of Business in Event Management) OR qualifications in a related field OR equivalent years in similar role.
- Demonstrated experience in providing exceptional customer service experiences.
- Adept IT skills.
- Demonstrated experience in juggling multiple tasks and working flexibly in a fast-paced environment, with exceptional organisational skills and the ability to prioritise a varied and busy workload.
- Passion for quality through high attention to detail and a strong sense of urgency.

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- Demonstrated ability to work in a team environment and able to work with minimum supervision.
 - A current NSW Driver's Licence & access to a reliable comprehensively insured motor vehicle.

Preferable:

- Previous experience in organising professional development workshops, seminars and forums.
- Awareness of adult learning principles.
- Experience in creating engaging marketing materials.

Award Level

The salary for this role is based on the NSW SCHCADS Award: **Level 4 Pay point 1.**

Working Hours

This is a permanent part-time role until 30 June 2025; 28 hours per week (excluding unpaid half-hour lunch breaks). There is some flexibility on starting and finishing times (between 7.00am to 6.00pm)

Recruitment process...

- You may be invited to initially participate in a brief telephone interview to discuss your application further and your suitability for the role
- Short listing of applicants for interview and notification is normally completed within a one to two-week period. Likewise, unsuccessful applications will be notified in this timeframe also
- It is standard practise to interview with a Selection Panel comprised by the employer themselves. The final decision of applicant suitability rests with them and is based on the Selection Criteria.

How to Apply...

Please send us your resume which should include details of your previous work history with a brief description of duties associated as well as your educational history.

You will also need to address the selection criteria as mentioned in the ad/Position Description. The reason our client requires this information as it helps them make an informed decision about your suitability for the role and if you should proceed to interview. **Addressing the selection criteria doesn't need to be a lengthy process, a few sentences to each is fine. It's all about allowing us a chance to get to know you a little deeper** in things that might not be covered specifically in your just your resume.

To apply please fill out an application on our website:

<https://www.totalworkforceservices.com.au/job-board>

Receipt of your application will be confirmed by email.

Still looking for more information?

If you have any questions or would like to talk a bit more about this job before applying, please call us on (02) 4555 4634 or email jobs@totalworkforceservices.com.au

Thank you for your expression of interest regarding this great opportunity.

Good Luck!