

POSITION DESCRIPTION

Position title	Events Operations Officer
Group	Carer Advisory, Response and Innovation
Classification	Level 4
Location	Hybrid working arrangements – combination of work at Carers Victoria Melbourne CBD and home-based office work, in line with business needs.
Reports to	Community Engagement Practice Leader

Organisational Purpose
Carers Victoria is a for-purpose organisation working to make sure that the almost 1 million unpaid carers across the state are understood, recognised and supported as while it is an important role, it can also be a challenging one. To progress our vision of a future in which all unpaid carers are recognised, valued and supported, we: • provide them with free with advice and information to help them in their role • connect them to respite activities that allow them to take a break and recharge; • deliver events and education for carers and carer-interested organisations • collect, analyse and release information about carers so their role and their needs are better understood. These contribute to our purpose of advancing understanding of Victoria's unpaid carers and improving their access to assistance – whoever they are, wherever they live, and whomever may be in their care relationship/s. Every Victorian will know, need and/or be an unpaid carer at some point in their lives so the potential reach of our work is significant. Carers Victoria also prides itself on being an enthusiastic, inclusive, and fun workplace. The people who work with us tell us that they value our warm and welcoming work environment, our high level of flexibility and that the work we do makes a real difference. Our values speak to who we are and what matters to us: • Collaborative & connected • Curious & informed • Agile & resilient • Accountable & delivery focussed • Respectful & inclusive • Optimistic
Group Purpose
Carer Advisory, Response and Innovation The Carer Advisory, Response and Innovation Group will have responsibility for leading the organisation's: • Carer Advisory and Response Function, which encompasses the organisation's phone-based response to carers and others who contact the organisation via phone, email or other channels; delivery of phone based intake, assessment, advisory and linkage to funded respite and other opportunities (including the Statewide Carer Advisory Service and the proposed online Carer Portal) • Funded carer programs, including those where staff are operating in other services (such as mental health and wellbeing). For these programs, the is a strong focus on both delivering existing requirements and preparing for future funding bids or new opportunities. • Care governance and quality improvement functions, with a focus on building and embedding a continuous improvement culture, developing and implementing systematic approaches to support effective care governance across the organisation; and • Continuing program of organisational transformation, to support the enhancement of organisational operating models, processes and systems (including the design, development and implementation of a cross organisational CRM, a supporting rules engine and an online carer portal) to maximise the organisation's impact and position it to be able to effectively bid for new opportunities as they arise.

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Position Description - Purpose and Objectives

Activities and events for carers and those who support them (including service providers, employers and partners) are a core component of Carers Victoria's work, delivered through an annual, organisation-wide calendar of activities.

The purpose of the Event Operations Officer role is to lead and coordinate the operational delivery and logistics of Carers Victoria events, ensuring consistency, quality and accessibility and effective cross-organisational integration.

Working closely with Activity Owners, Practice Leads, central teams and internal staff the role is responsible for defining and managing how events are delivered – including logistics, systems processes, promotion coordination, and operational execution, while enabling Activity Owners to focus on what is delivered.

The role operates with a high level of autonomy, judgement, and responsibility, contributing to organisational planning, process improvement, and effective resourcing of activities across regions and teams.

OUTPUT AND ACCOUNTABILITIES

Area of responsibility		Key elements (including but not limited to)
1.	Event operations, planning & coordination	- Coordinate the operational delivery of events across the annual activities calendar, ensuring logistics align with approved activity plans - Support the Practice Lead and Activity Owners by providing operational advice on feasibility, scheduling, resourcing, and delivery considerations - Contribute operational expertise to annual and forward planning of events, identifying opportunities to streamline delivery and improve consistency. - Maintain oversight of event workloads across regions to support balanced resourcing and continuity of service delivery. - Draft external communications and coordinate promotional activities to support public awareness and engagement with Carers Victoria activities
2.	Logistics, systems and operational delivery	- Provide structured operational and logistics support to Activity Owners at agreed points in the delivery process, including support with venue coordination, catering, equipment, accessibility and OH&S requirements, in line with approved activity plans. - Coordinate operational inputs across internal systems including event builds in the CRM (Dynamics 365), annual calendar and event platforms - Exercise sound judgement in managing operational matters and escalate issues where logistics, risk or resourcing may impact delivery - Attend events as required to provide operational support, troubleshoot issues and ensure smooth delivery, including travel to regional Victoria as required - Ensure accurate and timely entry of event and participation data to support reporting, evaluation and compliance requirements.
3.	Process standardisation and continuous improvement	- Develop, implement and embed standardised processes, templates, checklists and tools to improve efficiency, quality and consistency of event delivery - Identify operational risks, gaps or inefficiencies and proactively implement practical improvements. - Support the consistent application of accessibility, risk management and quality standards across all events - Document and share good practice to support organisational learning and continuous improvement.

POSITION DESCRIPTION

4.	Cross organisational integration & coordination	• Provide administrative and coordination support to enable cross-organisational planning and delivery of events including: ◦ Scheduling and coordinating meetings between Senior Managers, Practice Leads and Activity Owners ◦ Documenting agreed actions and monitoring progress and completion • Work collaboratively with internal teams including Communications and Marketing, Finance, Evaluation & Insights, Policy & Advocacy, Quality, Compliance & Risk and Carer and Sector Impact to ensure: ◦ Events are promoted appropriately and meet branding requirements ◦ Financial, reporting and evaluation requirements are met ◦ Activities align with organisational priorities and objectives
5.	Stakeholder & supplier management	• Support maintenance of records of preferred suppliers and venues to support consistency and repeat use. • Act as key operational contact for event-related enquiries, resolving issues or referring matters appropriately.
6.	Professional Development	• Undertake relevant training and professional development, including mandatory training.
7.	Occupational Health & Safety, Quality and Continuous Improvement	• Assist in developing and implementing a system for ongoing process improvements for coordinating events at Carers Victoria. • Comply with requirements of the Occupational Health and Safety Act and all reasonable directives given in relation to health and safety at work. • Provide a positive contribution towards achieving a culturally safe workplace. • Demonstrate commitment to and participate in team quality activities to ensure compliance with Carers Victoria quality accreditation and continuous improvement procedures.
8.	Other Duties	• Other duties as directed consistent with skills, qualifications and experience.

ORGANISATIONAL RELATIONSHIPS

Internal	External
• Direct Manager and Team Members • RCNs • Communications, Marketing, Finance, Evaluation, Policy & Advocacy teams • Executive Leadership Team and People Manager Group • Event coordinator • Other Carers Victoria staff	• Carers and people in their carer relationships • Venues, suppliers and service providers • Suppliers and Vendors • Partner organisations, including peak bodies, service providers • Corporate, Community Sector and Government Partners

KEY SELECTION CRITERIA

Parameter	Skills and experience required
Demonstrated capabilities, knowledge, skills and experience:	Essential: • Demonstrated experience in coordinating the operational delivery of events, programs or activities involving multiple stakeholders • Demonstrated problem solving and applied critical thinking skills • Strong ability to work autonomously, exercise judgement and manage competing priorities • Demonstrated experience developing and embedding systems, processes or tools to improve service delivery

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	- Well-developed organisational and time-management skills with strong attention to detail - Excellent interpersonal and communication skills, with the ability to work collaboratively across teams - Ability to draft external communications and promotional content for events - Proven ability to manage and coordinate operational risks and compliance procedures - Experience working with CRMs, event management platforms and Microsoft 365 Suit, including sound knowledge of Dynamics & Excel applications - Understanding of quality assurance, data integrity, and continuous improvement - Ability to work within agreed budgets and support financial accountability. Desirable: - Knowledge of the carer sector and community services. - Working in a NFP environment
Qualifications and other requirements:	Essential: - Relevant tertiary qualifications in events management, marketing, business administration or minimum two years' experience in a similar role. - Willingness to undertake First Aid Training if required - Current National Police Records Check. - Current Working with Children Check. Desirable: - Current Drivers Licence and access to a vehicle
Personal attributes and behaviours:	Essential: - Takes a detail-oriented approach to all work - Works effectively both independently and as part of a team - Demonstrates initiative, adaptability and a solutions-focused approach - Remains calm under pressure and manages complexity effectively - Demonstrates integrity, professionalism and respect in all interactions - Applies inclusive practice principles and supports culturally safe service delivery - Demonstrates commitment to child safety and respectful engagement with carers and communities.

CARERS VICTORIA COMMITMENT

Carers Victoria is an equal opportunity employer and welcomes people from culturally diverse backgrounds, linguistically diverse people, Aboriginal and/or Torres Strait Islander peoples, members of the LGBTIQ+ communities and people with disabilities.

Carers Victoria is committed to maintaining a diverse workforce that reflects the diverse needs of the people we support. We draw pride and strength from our diversity and actively foster an inclusive workplace that celebrates the contribution made by all our people. Carers Victoria is also committed to protecting the best interests and safety of children and vulnerable people.

VERSION CONTROL

Updated by:	Community Engagement Practice Leader
Approved by:	Human Resources
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