

Relationship and Events Coordinator, SA | Wait Mate

Position Description

Position title	Relationship and Events Coordinator, SA
Reports to	Program Lead, SA
Direct reports	None
Location	South Australia. Based in Adelaide, with regular travel to host and partner schools across metropolitan, regional and remote SA, including some overnight stays.
Engagement type	Up to four days a week (not Friday), with a view to full time if required. Regular evening and some weekend availability required to support parent session events.
Term	ASAP start 2026 to June 2028: 2026 to 2027 primary school rollout followed by the 2027 to 2028 high school rollout.
Remuneration	To be confirmed.

Compliance Working with Children Check and RRHAN-EC. See additional compliance requirements below.

Wait Mate

Wait Mate is a not-for-profit movement of people who believe childhood should be shaped by people, experiences and real-world connection before smartphones. By connecting parents and building safe, supportive communities, Wait Mate empowers parents and caregivers to wait as long as possible before giving their kids a smartphone. In doing so, we help lift the pressure that so often sits with one parent or one child, making waiting feel possible, supported and shared, and helping change what's considered normal.

Wait Mate SA is a state government-backed initiative to delay children's smartphone use. Partnering with the Department for Education, it will officially launch statewide in Term 3, 2026. The program supports parents joining the Wait Mate Parent led community to normalise smartphone-free childhoods, delivered through clustered school partnerships across metropolitan, regional and remote South Australia.

Position purpose

Through the pilot and into Term 4 2026, the Relationship and Events Coordinator's job is to establish the best way for schools and school organisers to promote and run Wait Mate parent sessions within their own communities. The role works hands-on across the five pilot partnerships, from promotion through to delivery on the night, and will turn what works into a repeatable event and create a marketing playbook.

From the statewide rollout stage, the role onboards each new partnership using that playbook, equipping schools and school organisers to promote sessions through their own channels, coordinating presenter-led event delivery, stepping in where a school needs help, and owning data capture from confirmed booking to post-event, including session data for the termly report

to government. The role picks up broader coordination tasks as the program moves from the pilot into the primary rollout and, from Term 3 2027, the high school rollout.

Key accountabilities

School partnership and community engagement

- Works with host and partner schools to promote each session through the channels their parents already trust.
- Tailors approach, messaging and materials to each school's context, including state, independent or catholic; metropolitan, regional or remote; and primary or high school.
- Acts as the on-ground event contact for host schools once a booking is confirmed.
- Lets school organisers emerge naturally, and works through the principal to find one where none arises. Equips every school organiser with the promotional toolkit so they can promote Wait Mate and carry the movement within their own community, with direct 1:1 support only where a school is falling behind.
- Secures selective local media coverage in regional clusters (radio, community papers) and actively finds local avenues to promote, prioritised where a partnership needs an attendance boost.

Event planning and delivery

- In conjunction with the Program team, manages the day-to-day logistics of the parent presentations, including coordination with the school organiser, presenter and attendees.
- Equips metropolitan, regional and remote host schools with the Wait Mate School and Parent toolkits to enable the community to successfully promote the movement and upcoming parent presentations in their area.
- Monitors RSVPs for every parent session and is responsible for stepping in to bolster them where registrations lag, including reminder sequences and an extra push through school channels and the school organiser.
- Builds and maintains the event and marketing playbook that enables schools and school organisers to run their part independently; this is the role's central deliverable through the pilot.

Program coordination

- Works alongside the Program Coordinator with a clean handover at the confirmed booking: the Program Coordinator owns everything up to and including the booking (school pipeline and presenter logistics end to end), and this role owns everything after it (promotion, the event, follow-up and data).
- Pitches in on wider team tasks during peak delivery periods, at the direction of the Program Lead.
- Supports the Program Lead with scheduling and reporting in the CRM/Delivery System.
- Provides general program administration and coordination tasks as required.

Data capture and reporting

- Owns data capture for every session: records RSVPs, attendance and session details in the CRM/Delivery System within 48 hours of each event.
- Analyses registration data to identify attendees and inform how best to market and promote sessions to the school parent community.
- Maintains session data to the standard required for the termly data report to government, due two weeks after the end of each term.

Risk and continuous improvement

- Identifies and flags event-level risks early, including venue issues, low RSVPs, weather and staffing gaps.
- Escalates material risks and issues to the Program Lead.
- Feeds learnings from each event back into the toolkit and playbook as the program scales from the pilot to the statewide primary rollout and the later high school rollout.

What success looks like

- By the end of Term 4 2026, school and parent toolkits will be developed to empower schools and school organisers in the promotion of the Wait Mate movement and parent presentations.
- A proven event and marketing playbook is in place by the end of Term 4 2026, tested across the five pilot partnerships, that lets schools and school organisers run their part with minimal support from us.
- Every school across each partnership, in the pilot and beyond, is engaged and clear on its role, and actively promotes host schools' parent sessions.
- An active school organiser is in place at a growing share of schools, to build awareness of Wait Mate, within each partnership's local community.
- Every host school event runs smoothly with a positive, well organised experience for host schools and attending parents.
- Complete, accurate session data in the CRM within 2 business days of every event, ready for the termly government report.
- Risks and issues are flagged early and rarely repeated.

Who we are looking for

Experience and background

- Essential:
 - A background in events, marketing, communications, community engagement or program coordination, ideally spanning both an on-the-ground delivery element and a promotion/engagement element
 - Confidence with CRM systems, spreadsheets and basic reporting is essential, as this role owns data capture from booking to post-event.

- Comfort with email and SMS platforms and basic analytics is essential
- Desirable:
- Experience in, or comfort working with, the education sector is an advantage.
- local media, PR and community engagement skills

Personal qualities

- Genuine belief in the Wait Mate mission.
- Hands-on, self-directed and organised, staying calm under pressure on the day.
- Comfortable working as part of a small, close-knit team.
- Confident building relationships with principals, school staff, school organisers, presenters, volunteers, and community and business contacts.
- A creative, resourceful thinker who looks for new ways to promote and engage.

Key relationships

Internal: Program Lead SA (direct manager); Program Coordinator SA; Director of Marketing and Communications and Wait Mate presenter pool.

External: Host and partner school staff; venue and facilities contacts; caterers and suppliers; parent attendees; and school organisers.

Compliance requirements

- Australian citizenship, permanent residency, or valid and current work rights in Australia
- Current driver's licence, with confidence driving regional distances
- Working with Children Check and RRHAN-EC, Responding to Risks of Harm, Abuse and Neglect, Education and Care, including CARL reporting
- Senior First Aid certificate, or willingness to obtain