



Position Description

Events Operations Manager

This position description outlines the role purpose, key responsibilities, values and skills required to successfully perform in your role.

Status: Permanent, full-time	Location: Melbourne, Sydney or Brisbane
Reports to: Head of Major Events & Community Fundraising	Direct reports: Nil
Key relationships: Major Events and Community Fundraising Wider Revenue Team Marketing & Communications Team Finance Team	

Purpose of the role:

The purpose of this role is to lead the operational planning and delivery of Camp Quality's Major Events portfolio, with primary responsibility for the successful delivery of five annual Convoy events and operational support across other major events and new event opportunities.

The role is responsible for ensuring events are delivered safely, efficiently and to a high standard, with strong leadership of event logistics, risk and safety management, compliance, suppliers and key operational stakeholders. Working closely with fundraising and event leads, the role supports strong fundraising outcomes and an excellent supporter experience, while driving consistent, best-practice event operations and continuous improvement across the portfolio.

Qualifications and training

Preferred:

- Mass participant event management.
- Risk, safety, and incident management at events.

Experience and knowledge

- Preferred:
- 4-5 years' experience in mass participant outdoor event coordination/delivery
- Experience managing complex event stakeholders such as councils and landowners
- The knowledge and ability to create complex event and logistic plans covering all aspects of event delivery such as staff, volunteers, stakeholders, vehicles, and emergency services.
- Experience producing event collateral targeted at event participants, suppliers, stakeholders and staff.

- Experience in graphic design, collateral creation and use of Adobe Creative Suite
- Experience sourcing, maintaining, and allocating event equipment.
- Experience dealing with major suppliers such as event infrastructure, first aid providers, communications providers etc.
- Experience gained within a not-for-profit organisation (will be highly regarded).

Other requirements for this role:

- A successful track-record negotiating event permits and approvals with stakeholders (essential).
- Excellent communication skills (written and verbal)
- Sound project management skills
- Highly organised and adaptable with the ability to prioritise, meet tight deadlines and successfully coordinate multiple tasks.
- A demonstrated willingness to work as a collaborative team member.
- The willingness to adhere to Camp Quality's WHS plans, policies and procedures.
- Current driver's license
- Some out-of-hours work will be required
- Some inter / intra state travel will be required
- Other duties as required from time to time
- Current Working With Children Check

Role responsibilities

Determining what success looks like for this role will be expressed Key Performance Indicators – 'KPIs'. KPIs will be developed with the incumbent, upon commencement in the role and reviewed with the manager on a regular basis.

KEY AREAS OF RESPONSIBILITY

Event operations and logistics

- Lead the operational planning and delivery of Camp Quality's five annual Convoy events, ensuring each event is effectively planned, coordinated and delivered to a consistently high standard.
- Manage established event operational plans and frameworks, including routes and event sites, timelines, logistics, staffing, volunteer requirements, equipment, suppliers and key operational dependencies.
- Identify suitable event routes and locations and ensure all required permits, approvals and relevant stakeholder requirements are identified, secured and maintained within required timeframes.
- Maintain and continuously improve key operational event documentation, including participant information, event and site plans, signage plans, traffic management requirements and other operational materials.
- Lead event-day logistics, including staff and volunteer scheduling and rostering, site set-up and pack-down, equipment and supply movements, and coordination of suppliers and operational stakeholders.
- Maintain and continually strengthen event risk assessments, emergency and incident

KEY AREAS OF RESPONSIBILITY

management plans, safety documentation and operational controls, working closely with the Risk and Safety team to ensure requirements are embedded across event planning and delivery.

- Undertake pre-event operational and safety readiness checks, ensuring venues, routes, suppliers, equipment, staffing, approvals and documentation are in place, with risks or issues identified and escalated as required.
- Maintain event project plans and operational activities using Asana or other agreed project management tools, providing regular progress updates and identifying risks, issues or dependencies requiring escalation.
- Support the operational planning and delivery of other Camp Quality owned events, and the development and implementation of new events within the Major Events portfolio, as required.
- Lead post-event operational reviews, capturing incidents, feedback and lessons learned, and implementing improvements to strengthen the safety, efficiency and quality of future events.

Relationship management

- Build and maintain strong relationships with key event stakeholders, including suppliers, supporters, community partners and other external stakeholders, to support successful event planning and delivery.
- Work collaboratively with internal teams and event stakeholders to ensure clear communication, effective coordination and a positive event experience.
- Support the Head and fundraising leads to secure and manage event sponsorship and Gift-in-Kind support, particularly where this contributes to event operations and delivery.
- Represent Camp Quality professionally with event stakeholders and contribute to strong, long-term relationships that support the ongoing success and growth of the Major Events portfolio.

Safety, risk and incident management

- Prepare and maintain event risk and incident management plans using established frameworks and templates, ensuring appropriate controls are in place for each event.
- Coordinate the pre- and post-event risk meeting cycle, ensuring identified risks, incidents, near misses and actions are appropriately documented, communicated and addressed.
- Regularly review and audit Major Event safety, risk and incident management procedures to ensure they remain current, effective and compliant.
- Plan and coordinate participant, staff and volunteer safety briefings and messaging, ensuring key safety requirements and responsibilities are clearly understood.
- Ensure agreed safety controls and procedures are effectively implemented during events.
- Manage the documentation, escalation and follow-up of event incidents and near misses in accordance with Camp Quality procedures.
- Champion a strong safety culture across Major Events, ensuring participant, staff and volunteer safety remains the highest priority.
- Support/Lead twice yearly Incident Scenario testing sessions with Major Events team and Risk Team

KEY AREAS OF RESPONSIBILITY

Communication and collaboration

- Work closely with event leads and relevant internal teams to coordinate timely, accurate and effective communications with event participants, volunteers and other stakeholders.
- Collaborate effectively across Camp Quality teams to ensure event requirements, timelines, responsibilities and key information are clearly communicated and understood.
- Proactively identify and communicate operational issues, changes or dependencies that may impact event planning or delivery.
- Contribute positively to the team and broader Revenue and Marketing division, including active participation in relevant team meetings, planning and review processes.

Expectations for every Camp Quality employee

- Uphold the Camp Quality Values and culture through conduct that aligns with Camp Quality's Values and Behavioral Statements
- Has read, understands and complies with key Safeguarding Children & Young People (SCYP) policies
- The ability to report any incidents of discrimination (including racism) as outlined in Camp Quality's Code of Conduct.
- Complies with SCYP monitoring and reporting requirements
- Will successfully complete SCYP training, ensuring ongoing compliance
- Takes reasonable care for the health and safety of themselves and others
- Understands and complies with the CQ Safety Culture & Safety Management Systems
- Reports hazards and incidents and participates in risk management practices, as required

Skills required for success

Skill Groups	Application to Role
Communication	The ability to effectively communicate to meet the needs of the role and objectives of the organisation.
Collaboration	The ability to develop, maintain and strengthen partnerships with others inside or outside the organization who can provide information, assistance, and support.
Team work	Seeking to understand and building on differing perspectives of others to enhance team efficiency and quality outcomes.

Our Organisational Values

At Camp Quality, we are passionate about our work and the real-life benefits we create for our families, employees, volunteers and communities. Every day we strive to make life better and create a positive impact on our environment.

We have five values that express our shared understanding of what we believe, how we aim to behave and what we aspire to be as an organisation.

	VALUES IN ACTION FOR MY ROLE
Optimism Spreading positivity, hope and enthusiasm in the way we interact with others	• Demonstrates and role models optimism and positive energy • Demonstrates resilience against challenges and obstacles • Influences outcomes positively
Integrity Encouraging trust through personal leadership	• Models and demonstrates high standards of trust, openness and respect for others • Provides a high level of advice & support and honours commitments and promises to stakeholders • Is productive, diligent, conscientious and timely in work performance
Celebrating Life Approaching Life as an adventure	• Performs work responsibilities wholeheartedly, with energy and commitment • Demonstrates motivation to complete challenges and tasks • Contributes to acknowledging positive performance & effort of others
Accountability Accepting responsibility for actions and results	• Accepts responsibility for actions and results for area of expertise • Takes ownership of performance standards and mistakes • Manages emotions effectively with work volume and recovers quickly from set-backs
Excellence Seeking greatness in all that we do	• Values and inspires the highest quality of service in all relationships • Maintains attention to detail to achieve high level of performance • Demonstrates efficiency and quality in own work to grow the business • Focuses on high performance results above expectation