

Position description

Title:	Events Coordinator
Branch/Department:	Visitor Experience - Events
Status:	Full Time – 75 hours a fortnight
Location:	Emerald Lake Park, Emerald
Reports to:	Events Manager
Direct Reports:	Nil
Hours/Days of Work:	9.00am to 5.00pm Monday to Friday – flexibility required to be present during events
Travel:	Travel is required about PBR sites and surrounds as required
Requirements	<p>Current Victorian Working with Children Check (WWCC)</p> <p>Resolved National Criminal History Check and participation in periodic checks</p> <p>Completed a National Transport Commission Category 3 Health Assessment Medical</p>

Job Purpose

The role is responsible for event planning, event and experience development, event coordination, administration and maintenance of key account relationships for Puffing Billy Railway (PBR) as directed by the Events Manager. Assist in generating incremental events business to support the overall outcomes of the organisation.

Key Duties & Responsibilities

Event Management

- Manage and assist with the smooth running of all key PBR events on the Event Calendar.
- Identify, plan and initiate potential sources of new events, particularly to support the Lakeside Visitor Centre and overall PBR business outcomes
- Assist the Events Manager as required in all operational areas of the events and provide guidance, correspondence, and direction to key internal and external stakeholders to ensure event success.
- Attend all event operational days and assist in bump in and bump out of events.
- Attend planning meetings, forums and debriefings as required and take minutes when appropriate.
- Preparation of event materials and statistics for reports.
- Undertake the role of the Event's Roster officer in recruiting, managing, and serving volunteer requirements.

Relationships

- Work closely with the Visitor Experience department and other PBR departments to ensure all aspects of the events program is communicated and planned accordingly
- Liaise with key external stakeholders including community groups, suppliers, local businesses and residents associated with the events program
- Represent PBR at appropriate seminars, community group meetings and tourism events.

Research

- In conjunction with the Communications Executive, manage event patron's satisfaction surveys; prepare and distribute subsequent reports including recommendations to management regarding visitor experience and visitor spend.
- Manage staff and volunteer satisfaction surveys; prepare and distribute subsequent feedback and reports including recommendations to management regarding volunteer experience and expectations.

Communication

- In conjunction with the Communication Executive, prepare and distribute event communications both internal and external when required.
- Handle customer service enquiries (phone and email) for all PBR events.

Other

- Ensure record keeping to required PBR standards.
- Coordinate the Events Department in the absence of the Events Manager.
- Assist members of the Visitor Experience Team where required and as directed.
- Deliver excellent internal and external customer service
- Participate in Management meetings as required.
- May have direct contact with children and will be required to follow all appropriate policies
- Maintain a Child Safe environment including reporting responsibilities and procedures
- Undertake research and other projects as directed.
- Will actively participate in continuous improvement – learning and development programs and performance management programs
- Maintain behaviours in line with company values and adhere to all company values, principles, policies and procedures
- Other tasks and duties as requested

Key Competencies

- Excellent and clearly demonstrated organisational skills.
- Strong oral and written communication skills with highly developed interpersonal skills.
- Ability to work un-supervised and under pressure.
- Demonstrated people skills, ideally with experience or aptitude in communicating with management, staff, external stakeholders and volunteers.
- Advanced skills in Microsoft Office packages including Word, Outlook, Excel, Publisher as well as Huskii Mail and Survey Monkey applications.
- Ability to work as a team & to lead by example.
- Financial literacy and ability to work within budget and business plans.
- Attention to detail.
- Initiative and problem solving with a flexible, adaptable and high energy approach.
- Ability to prioritise and manage own time.
- Able to think clearly and quickly to reach independent decision where required.
- Ability to work cooperatively and respectfully with others from various backgrounds and cultures
- Focus on service excellence, exceeding internal and external customer expectations

Qualifications & Experience Required

- Tertiary qualification in any of the following - Events/ Marketing/Tourism discipline.
- Minimum 3 years' experience working within the Events/Marketing/Tourism discipline
- Demonstrated experience in developing and coordinating events including budget management.
- Current motor vehicle driver's licence.
- A strong network of tourism industry contacts.

Key Relationships

- PBR staff, volunteers and visitors
- External stakeholders including elected officers and senior management in public and private organisations
- Local community groups and tourism bodies

Health & Safety

Employees have a responsibility to:

- Participate in the development of a safe and healthy workplace.
- Comply with instructions given for their own safety and health and that of others, in adhering to safe work procedures.
- Co-operate with management in its fulfilment of its legislative obligations.
- Take reasonable care to ensure their own safety and health and that of others, and to abide by their duty of care provided for in the legislation.
- To report any injury, hazard or illness immediately, where practical to their supervisor.
- Not place others at risk by any act or omission.
- Not wilfully or recklessly interfere with safety equipment.

The following health and safety factors are relevant to this position

Frequent (occurs 1/3-2/3 of time)	Constant (occurs 2/3+ of time)
<ul style="list-style-type: none"> • Manual handling task (0 – 9kg) • Gripping, holding, clasping with fingers/hands 	<ul style="list-style-type: none"> • Hand/arm movement i.e., stacking, reaching, typing and sorting • Walking on uneven surfaces • Sitting at workstation • Responsibility for the safety of others

Additional Notes

- Attendance at night meetings and some variation to normal hours of work (including early or late starts, weekends and public holidays) may be expected within reason.
- As Puffing Billy Railway's peak time is during the Victorian school holiday period, taking leave during school holidays maybe limited
- Puffing Billy Railway is a child-safe organisation. All employees and volunteers are required to undergo a National Police Check, a Working with Children Check and sign our Child Safe Policy and Child Safe Code of Conduct.
- PBR is a zero drug and alcohol workplace – workplace participants may be subject to unannounced drug and alcohol testing

