

## Position Description

<b>Job title:</b>	<b>Events Coordinator</b>
<b>Reporting to:</b>	<b>Events Manager</b>
<b>Department:</b>	<b>Student Services</b>
<b>Location:</b>	<b>St Lucia</b>

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### Purpose of the Position

The Events Coordinator is responsible for managing the coordination of all logistical aspects of events, from inception to completion. This includes planning, administering, and delivering events, functions and engagement activities across UQ Sport. The Events Coordinator ensures that each event aligns with the client or organization's goals, managing timelines, budgets, and resources while maintaining high-quality service standards throughout the planning and execution phases

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### Key Responsibilities

- Leading, developing, and supporting an organisational culture of positivity, accountability and success aligned with organisational values.
- Develop and manage event plans, including the creation of schedules, checklists, and event timelines
- Manage event budgets, track expenses, and ensure financial efficiency throughout the planning process
- Oversight and operational delivery of events, functions and engagement activities
- Oversee event setup, operations, and breakdown, ensuring all aspects run smoothly, from registration to technical support
- Liaison with events staff and external providers to ensure that event delivery meets industry best practice standards and customer expectations.
- Developing and implementing initiatives to improve service delivery and increase participation
- Manage event staff, including assigning tasks and ensuring all personnel are clear on their roles and responsibilities during event delivery
- Identify potential risks and troubleshoot any issues that arise during event execution.
- Oversight of service delivery, venue presentation, and workplace health and safety.
- Collect and analyse feedback from attendees and stakeholders to assess event success and recommend improvements for future events
- Compliance with statutory and internal compliance functions within the division
- Providing exceptional customer service to current and potential UQ Sport customers
- Maintaining a positive profile for UQ Sport in the University and wider community

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### Essential Qualifications

- First Aid & CPR certificates

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### Essential Experience and Skills

- A minimum of 12 months experience in a similar role

- Proven knowledge and understanding of the events industry
- Demonstrated commitment to customer service excellence
- Demonstrated excellent communication and interpersonal skills
- Demonstrated ability to prioritise tasks, meet deadlines and work well under pressure

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## Essential Behavioural Competencies

- Passion for continuous learning and professional development
- Ability to develop meaningful relationships with internal and external stakeholders
- Demonstrated ability to create positive experience with customers, clients and colleagues
- Support, listen to, encourage, and collaborate with colleagues
- Consistent drive to take ownership of the position, plan and organise to deliver on promises
- Be a respectful and reliable team member
- Align behaviour with the UQ Sport values and guiding principles
- Encourage team participation and performance
- Initiative to identify problems and provide effective solutions
- Champion innovation, embrace feedback and strive to implement positive changes for continuous improvement
- Drive company vision, mission and business strategy within your discipline

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## Essential Health and Safety Responsibilities

- Visibly leading, modelling and communicating expected health and safety behaviours
- Communicating and consulting with workers on health and safety issues impacting the workplace
- Ensuring all workers are suitably licenced, trained and competent which also includes participating in meetings, training and other health and safety instructions
- Actively reporting workplace hazards, injuries and accidents arising from workplace activities and providing recommendations for corrective actions to prevent or minimise the chance of recurrence
- Complying with obligations under *Work Health and Safety Act 2011*