

Event Coordinator

The Sydney Cricket & Sports Grounds has the responsibility and privilege of managing our city's original home of sport, the Sydney Cricket Ground. The SCG is an integral part of Sydney's rich sporting and cultural life, attracting people from all over the world since the 1850s.

Working in events is a demanding profession, yet highly rewarding for those that excel. We are seeking applicants who are ambitious, passionate about assisting in successful events at the SCG and at the new Sydney Football Stadium, which will be built by the NSW Government.

Events run Monday to Sunday, day, evening, weekends and public holidays so don't expect to fall into the mainstream Monday to Friday; nine to five in this role.

As a business we are focused on delivering the very best experience for our customers. To achieve this, we are seeking people with a passion for service and a proactive approach to their daily working life. If this sounds like you and you can see yourself working in this challenging, dynamic industry at one of the foundation sites in world sport, then we want to hear from you. Benefits and a competitive salary package will be offered to the successful candidate.

An eye for detail is critical in coordinating events and this will be assessed in your ability to apply in accordance with the following desired skills:

- Ability to multitask;
- Organised but able to adjust quickly;
- Customer centric;
- Clear communication; and
- An attitude of 'yes' to every challenge

HOW TO APPLY

Please obtain a copy of the role descriptions from the employment section of our website at www.scgt.nsw.gov.au and select **two of the key accountabilities** and provide a one paragraph summary to demonstrate an example of how you met/achieved the results of the accountabilities in a previous role.

Please ensure your application includes covering letter (maximum two pages) and an up-to-date resume of no more than five pages which clearly details your skills and experience as relevant to this role.

Given the number of applications we are likely to receive we will only contact those who are selected for an interview by phone and others via email.

APPLICATIONS CAN BE EMAILED TO: hradmin@scgt.nsw.gov.au

APPLICATIONS CLOSE: Thursday 21 March 2019

Please note: Applicants must be Australia citizens or permanent residents to be considered and will be required to undertake a National Police Clearance check

The Sydney Cricket & Sports Ground Trust values social and cultural diversity and is committed to providing a safe and healthy work environment and the principles of workplace gender equality and encourages indigenous Australians to apply.

Role Description



POSITION TITLE	Coordinator – Events
REPORTS TO	Manager – Events
ROLE CLASSIFICATION	Employee
ROLE TYPE	Full Time
DIVISION	Events
DEPARTMENT	Events
DATE	March 2019

1. Purpose of the Role

To provide administrative and operational assistance to the Event Managers in the planning and delivery of events and operational activities at the Sydney Cricket Ground.

2. Key Accountabilities

Events

- Undertake a prominent role in the event planning and debrief process;
- Play an active role in the event management team on event days;
- Take a lead role in event management for nominated events;
- Liaison with Sporting Partners and contractors for the operational coordination of events;
- Register, report and act upon venue presentation matters on a weekly basis;
- Liaise with all departments on venue presentation and event requirements as required;
- Update and maintain event day staff folders with relevant material;
- Installation of accreditation boards and event day signage requirements.
- Coordination of temporary infrastructure set up and bump in/out event requirements

Administration

- Coordinate Event Reporting System (via EBMS);
- Coordinate Event Booking System (EBMS) including hirer training sessions and events;
- Assist Event Managers in the compilation of event budgets and event expense statements for event settlement purposes with hirers;

- Administer the event calendar and operations calendar on a weekly basis and issue to relevant stakeholders and functional areas;
- Provide general administrative and event-based assistance to the department's General Manager, Senior Events Manager, Events Manager and other line management as required;
- Compilation of planning and other associated documentation supporting the delivery of events and commercial film and photographic shoots.

Other

- Participate in the day-to-day workings of the Events department and positively contribute to departmental meetings and forums as required;
- Working with Grounds Department to coordinate hirer training requirements;
- Other duties as directed by the Department's Management.

3. Key Challenges

- Being able to manage the expectations and requirements of external sporting partners whilst maintaining a high level of service provisions to all event stakeholders
- Balance a high work volume of competing events by prioritising a variety of work interests and deadlines across a range of stakeholders both internally and externally
- Ensuring the safety of all patrons and members who attend the venue and events

4. Key Relationships

- Trust staff & Management
- Hirers
- Service Providers – Contract Caterers, Ticketing, Merchandise, Security and Waste management/cleaning
- Event Day Staff

5. Focus Capabilities for the Role

Capability Group and Name	Behavioural Indicators
<p>Personal Attributes</p> <p><i>Act with Integrity</i></p>	<ul style="list-style-type: none"> • Be flexible and adaptable and respond quickly when situations change • Offer own opinion and raise challenging issues • Listen when ideas are challenged and respond in a reasonable way • Work through challenges • Stay calm and focused in the face of challenging situations
<p>Relationships</p> <p><i>Communicate Effectively</i></p>	<ul style="list-style-type: none"> • Focus on key points and speak in 'Plain English' • Clearly explain and present ideas and arguments • Listen to others when they are speaking and ask appropriate, respectful questions • Monitor own and others' non-verbal cues and adapt where necessary • Prepare written material that is well structured and easy to follow by the intended audience • Communicate routine technical information clearly
<p>Relationships</p> <p><i>Commit to Customer Service</i></p>	<ul style="list-style-type: none"> • Support a culture of quality customer service in the organisation • Demonstrate a thorough knowledge of the services provided and relay to customers • Identify and respond quickly to customer needs

	<ul style="list-style-type: none"> • Consider customer service requirements and develop solutions to meet needs • Resolve complex customer issues and needs • Co-operate across work areas to improve outcomes for customers
<p>Relationships</p> <p><i>Work Collaboratively</i></p>	<ul style="list-style-type: none"> • Build a supportive and co-operative team environment • Share information and learning across teams • Acknowledge outcomes which were achieved by effective collaboration • Engage other teams/units to share information and solve issues and problems jointly • Support others in challenging situations
<p>Results</p> <p><i>Deliver Results</i></p>	<ul style="list-style-type: none"> • Complete work tasks to agreed budgets, timeframes and standards • Take the initiative to progress and deliver own and team/unit work • Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals • Seek and apply specialist advice when required
<p>Results</p> <p><i>Plan and Prioritise</i></p>	<ul style="list-style-type: none"> • Understand the team/unit objectives and align operational activities accordingly • Initiate, and develop team goals and plans and use feedback to inform future planning • Respond proactively to changing circumstances and adjust plans and schedules when necessary • Consider the implications of immediate and longer term organisational issues and how these might impact on the achievement of team/unit goals • Accommodate and respond with initiative to changing priorities and operating environments
<p>Results</p> <p><i>Think and Solve Problems</i></p>	<ul style="list-style-type: none"> • Research and analyse information and make recommendations based on relevant evidence • Identify issues that may hinder completion of tasks and find appropriate solutions • Be willing to seek out input from others and share own ideas to achieve best outcomes • Identify ways to improve systems or processes which are used by the team/unit

6. Role Dimensions

Decision making	With the experience of co-ordinating events, be able to make decisions on general duties when managing second tier games.
Dimensions	<ul style="list-style-type: none"> • Delivery of event planning documentation • Adherence to venue presentation schedules and requirements • Event budgets • Successful event management • Post event reporting • Venue space booking administration

7. Qualifications/Experience

- Experience in venue management and/or live events;
- High degree of familiarity with Ticketek systems and programs

- Proficient IT literacy – Microsoft programs.
- Formal qualifications in Sports Management and / or Administration;
- Previous exposure to EBMS software and ticketing systems.

8. Policies

In accordance with the Code of Ethics and Conduct for NSW Government sector employees the Trust has formalised a suitable Code of Conduct for its employees at the Sydney Cricket Ground, its staff and its contracted activities. It is the responsibility of staff to know, understand and comply with all ethical and legal obligations that apply to them.

9. Other Requirements

- Flexibility in work hours including weekends, public holidays and out of hours' work.
- Must attend staff training, workshops and meetings as and when required.