

POSITION DESCRIPTION

Position Title	Events Coordinator NSW		
Organisational Unit	Marketing & Communications		
Functional Unit	Events		
Nominated Supervisor	National Manager, Events		
Higher Education Worker (HEW) Level	HEW 6	Campus/Location	North Sydney (Mackillop)
CDF Achievement Level	1 All Staff	Work Area Position Code	11503
Employment Type	Full-time, Continuing	Date reviewed	January 2017

ABOUT AUSTRALIAN CATHOLIC UNIVERSITY

Mission Statement: *Within the Catholic intellectual tradition and acting in Truth and Love, Australian Catholic University is committed to the pursuit of knowledge, the dignity of the human person and the common good.*

Australian Catholic University (ACU) is both a Catholic University and a public institution within the Australian higher education sector. ACU is an inclusive community which welcomes students and staff of all beliefs. The University is committed to a strong Catholic ethos and seeks to foster and promote teaching and learning, research and scholarship, and community engagement in the Christian tradition. As valued members of our community, all staff members are expected to have an understanding of ACU's [Mission](#) and values and to demonstrate an active contribution to them.

The University shares with universities worldwide a commitment to quality in teaching, research and service. It aspires to be a community characterised by free enquiry and academic integrity.

The University chooses to focus on areas of teaching and research that are closely connected with its particular character as a University that is Catholic, public and national. The focus areas are Theology and Philosophy, Health, Education, and the Common Good and Social Justice.

ACU has over 2,500 staff supporting more than 34,000 students across seven campuses – Adelaide, Ballarat, Brisbane, Canberra, Melbourne, North Sydney and Strathfield.

The structure to support this complex and national University consists of:

- Provost
- Chief Operating Officer & Deputy Vice-Chancellor
- Deputy Vice-Chancellor, Research
- Deputy Vice-Chancellor, Students, Learning and Teaching

Each portfolio consists of a number of Faculties, Research Institutes or Directorates. The Directorate of Identity and Mission drives both the Identity and the [Mission](#) of the University. In addition, five Associate Vice-Chancellors and Campus Deans focus on the University's local presence and development of the University at the local 'campus' level.

The University pursues performance excellence and offers an environment where staff are valued and rewarded. Staff are expected to demonstrate a commitment to continuous improvement and to participate fully in resolving issues to achieve and maintain quality standards relevant to role. Further information about a career with ACU is available at www.acu.edu.au.

ACU is committed to diversity and social inclusion in its employment practices. Applications from Aboriginal and Torres Strait Islander people, people with disabilities and people from culturally diverse groups are encouraged.

ABOUT THE MARKETING AND EXTERNAL RELATIONS DIRECTORATE

The Marketing and External Relations Portfolio, under the direction of the Director of MER, encompasses Marketing and Communications, Student Recruitment and External Relations, and Strategy and Planning. MER plays a key role in profiling and positioning ACU as a first choice among its diverse community and stakeholder groups, including potential students, Catholic and corporate partners, donors, alumni and staff. ACU strives to be an interactive and collaborative partner in the communities in which it operates.

MER at ACU provides a framework for building strong relationships between internal and external stakeholders with the capacity for this framework to expand, creating new opportunities and new ways to serve the community. MER at ACU is of mutual benefit to both the University and its external community, with its core aim to improve the position and reputation of the University while also connecting with and benefitting the wider community.

The Portfolio provides integrated services with a focus on relationship and brand development across the following areas: marketing, media, advertising, design, communications, alumni, student recruitment, fundraising, digital, external relations and events.

POSITION PURPOSE

The Events Coordinator NSW is responsible for the management and delivery of local and national ACU events such as Open Day, high profile external stakeholder events and Honorary Doctorate events and graduations. As a member of the Events team, this position plays an important role in enhancing the University's image and is responsible for all events hosted by the Office of the Vice-Chancellor and President (OVCP) nationally.

POSITION RESPONSIBILITIES

Introduction

A number of frameworks and standards express the University's expectations of the conduct, capability, participation and contribution of staff. These are listed below:

- ACU Strategic Plan 2015-2020
- Catholic Identity and Mission
- ACU Capability Development Framework
- Higher Education Standards Framework
- ACU Service Principles
- ACU Staff Enterprise Agreement including provisions in relation to Performance Excellence

The [Capability Development Framework](#) in particular is important in understanding the core competencies needed in all ACU staff to achieve the University's strategy and supports its mission.

Key responsibilities

Key responsibilities specific to this position	Relevant Core Competences (Capability Development Framework)	Scope of contribution to the University			
		Within the work unit or team	School or Campus	Faculty or Directorate	Across the University
Plan, coordinate and deliver OVCP and High Profile Events ensuring high quality delivery in accordance with University procedures and service standards	<ul style="list-style-type: none"> Be responsible and accountable for achieving excellence Know ACU work processes and systems Deliver Stakeholders Centric Service 		✓		
Assist the National Manager, Events by contributing to the development and documentation of ACU Event processes including the Events Guide to allow staff to implement their own events and the National Events Calendar and actively participate as a member of the events team and contribute to the operational planning and improvement of processes while providing support to colleagues.	<ul style="list-style-type: none"> Be responsible and accountable for achieving excellence Know ACU work processes and systems Make informed decisions 	✓			
Independently apply University protocols and procedures relating to VIP speakers and guests to ensure all requirements are met to a high standard.	<ul style="list-style-type: none"> Be responsible and accountable for achieving excellence Know ACU work processes and systems Collaborate Effectively Make informed decisions 		✓		
Provide events advice and support to other members of MER and those from other internal departments and faculties. To optimize effectiveness and professionalism at all events.	<ul style="list-style-type: none"> Know ACU work processes and systems Collaborate Effectively Make informed decisions Coach and develop 				✓
Coordinate operations and logistics for ACU Events to a high professional standard	<ul style="list-style-type: none"> Be responsible and accountable for achieving excellence Know ACU work processes and systems Make informed decisions 		✓		

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		Within the work unit or team	School or Campus	Faculty or Directorate	Across the University
Plan and develop high quality events intended for the purposes, consistent with the mission, ethos and branding of the university while liaising with the appropriate teams such as Identity and Mission	<ul style="list-style-type: none"> Collaborate Effectively Communicate with Impact 				✓
Deliver events with a high level of customer service according to the event timeline and within the designated client budget.	<ul style="list-style-type: none"> Deliver Stakeholder Centric Service Be responsible and accountable for achieving excellence 				✓
Liaise with the National Manager, Communications regarding publicity, media at events as well as speeches required for the Office of the Vice-Chancellor at high profile events.	<ul style="list-style-type: none"> Collaborate Effectively Know ACU work processes and systems 		✓		
Manage logistical aspects of Advancement and Alumni related events including Scholarship and Awards Ceremonies	<ul style="list-style-type: none"> Collaborate Effectively Know ACU work processes and systems 		✓		
Be accountable for the completion of the events management process from beginning to end and provide best practice advice regarding event management and delivery across the organisation.	<ul style="list-style-type: none"> Know ACU work processes and systems Collaborate Effectively Be responsible and accountable for achieving Excellence 				✓
Liaise with all relevant stakeholders including Office of the Vice-Chancellor and President, the event contact, event services and event attendees in a professional and polite manner	<ul style="list-style-type: none"> Collaborate Effectively 				✓
Manage the expectations of the client and any issues as they arise to resolve conflict as it arises.	<ul style="list-style-type: none"> Collaborate Effectively Coach and Develop 		✓		
Create relevant documentation of the event in the form of an Event and Protocol Brief (EPB) and distribute to the relevant contacts in a timely manner prior to the event	<ul style="list-style-type: none"> Know ACU work processes and systems Be responsible and accountable for achieving Excellence Deliver Stakeholder Centric Service 		✓		

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		Within the work unit or team	School or Campus	Faculty or Directorate	Across the University
Assist onsite at Graduations and manage all Honorary Doctorate events.	<ul style="list-style-type: none"> Collaborate Effectively Know ACU work processes and systems 				✓
Assume financial responsibility for events. Ensure events are managed within the allocated budget including the appropriate procurement and negotiation with suppliers. Always ensure non marketing related costs are recovered	<ul style="list-style-type: none"> Know ACU work processes and systems Be responsible and accountable for achieving Excellence 		✓		
Manage and brief individuals as required to deliver high quality events including Student Ambassadors, event suppliers, event speakers and event attendees	<ul style="list-style-type: none"> Coach and develop Communicate with impact 		✓		
Work with key stakeholders across MER to ensure all elements of events including communications, design, and collateral are delivered to a high standard	<ul style="list-style-type: none"> Collaborate effectively Know ACU Work processes and systems 				✓

HOW THE ROLE OPERATES

Key Challenges and Problem Solving

- Provide an equitable level of event support to a geographically dispersed organisation.
- Manage client expectations in regards to event management and the level of support that can be offered by the Events team.
- Manage conflicting expectations to tight deadlines whilst providing a high level of customer service.
- Maintain a high level of autonomy and the confidence to make decisions when the National Manager, Events is unavailable to give direction.

Decision Making / Authority to Act

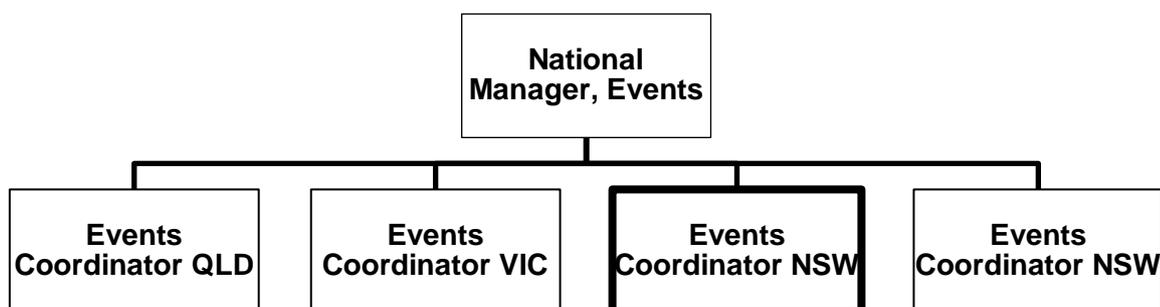
- The position holder has substantial autonomy in the day-to-day management of support and administrative services and must make all decisions on administrative aspects of a project.
- The position holder gives advice and recommendations on event protocol, as well as proposing new policies and procedures to the National Manager, Events, to improve the standard of events at the University.
- The position holder responds to event enquiries and organises all aspects of events within a prescribed budget.

Communication / Working Relationships

- The position holder is required to communicate with professionals from other Universities and relevant external organisations, such as suppliers, to coordinate internal and external events.
- The position holder interacts internally with staff, including the Office of the Vice-Chancellor and the Senior Executive, in the planning and execution of events.

- The position holder is responsible for communicating policies, procedures, initiatives and direction for events consistent with the ACU brand and Mission to ACU staff.

Reporting Relationships



For further information about structure of the University refer to the [organisation chart](#).

SELECTION CRITERIA

Qualifications, skills, knowledge and experience	
1.	A relevant undergraduate degree and experience in events and/or project management.
2.	A minimum two years event experience, preferably in the government or tertiary education sector.
3.	Demonstrated planning and organisational skills, with the ability to manage a number of events / projects at one time, achieve required outcomes and meet deadlines in a high pressure environment.
4.	Demonstrated high level of attention to detail and commitment to quality assurance.
5.	Demonstrated ability to work to a brief and deliver high level, professional events in a tight timeframe.
6.	High level written and interpersonal skills and an ability to negotiate and build good working relationships with people at all levels both internal and external to the organisation to capitalise on all available expertise in pursuit of excellence.
7.	High level of computer literacy and sound working knowledge of Microsoft Office and the use of corporate systems, databases and spreadsheets.
Core Competencies (as per the Capability Development Framework)	
8.	Live ACU's Mission, Vision and Values: Demonstrate confidence and courage in achieving ACU's Mission, Vision and Values by connecting the purpose of one's work to ACU's Mission, Vision and Values.
9.	Demonstrated commitment to delivering stakeholder centric services and taking personal accountability for keeping stakeholder interests at the core of business decisions for service excellence. See the ACU Service Principles .

Other attributes	
10.	Demonstrated commitment to cultural diversity and ethical practice principles and demonstrated knowledge of equal employment opportunity and workplace health and safety, appropriate to the level of the appointment.
Desirable	
1.	Knowledge of University Event Protocols
2.	Knowledge of Cvent event management system
3.	Driver's License