

Position Description

Coordinator, Events & Venues

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| Position No: | 50120026 |
| Business Unit: | Student Experience |
| Division: | Deputy Vice Chancellor (Students) |
| Department: | Student Engagement & Events |
| Classification Level: | HE06 |
| Employment Type: | Ongoing |
| Campus Location: | Melbourne (Bundoora) |
| Other Benefits: | http://www.latrobe.edu.au/jobs/working/benefits |

Further information about
La Trobe University - <http://www.latrobe.edu.au/about>

For enquiries only contact:

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Position Context/Purpose

Striving to provide an enriching and differentiated customer experience (for both internal and external stakeholders), the Venues and Events team are responsible for the venue management of a broad range of event venues across La Trobe. The team works in close collaboration with the Business Development Unit who oversees the commercial aspect of La Trobe's event venues.

Reporting to the Manager, Student Engagement & Events, the Coordinator, Venues & Events is responsible for the general upkeep and organisation of physical assets and resources. A key focus will be to ensure physical assets and resources are maintained and operated in good order and are functional for the effective delivery of conferences and events.

The implementation and continuous improvement of process and procedures to streamline service delivery will also be a priority for this role.

Using significant experience and knowledge in Audio Visual and IT systems this role will be expected to support the Venues and Events team for all AV related matters.

Some campus travel and working outside the traditional span of hours will be required.

Duties at this level will include:

- Development of processes and procedures to enhance event delivery
- Working in collaboration with the Business Development team to inform the venue booking process and ensure service delivery in line with customer expectations
- Maintenance of physical assets and resources
- Responsibility for day-to-day events venue management
- Undertaking pre-event venue and asset check (including AV)
- Liaison with vendors as part of the event planning process (cleaning, portage)
- Undertakes planning involving resource use and develop proposals for resource allocation
- Performs tasks/assignments which require proficiency in the work area's existing rules, regulations, processes and techniques and how they interact with other related functions, and adapts those procedures and techniques as required to achieve objectives without impacting on other areas.
- Applies appropriate expertise and uses judgement to make decisions where solutions are not obvious, to deliver professional services to meet customer requirements.
- Generates original ideas and innovative solutions through the provision of specialist know how and advice as appropriate.
- Identifies additional service requirements or service shortfalls and coordinates and/or designs the delivery of innovative solutions to maximise service quality, efficiency and continuity.
- Ensures professional and quality service standards are maintained and applied within own area of activity.
- Sets priorities and monitors workflows and systems within an area of responsibility (i.e., for own position and for a team or section if applicable).
- Will have supervisory and line management responsibility and potentially some indirect reports. This may include resource allocation, rostering, mentoring and professional development.
- Acts as an escalation point and provides advice on technical or specialist enquiries.

Essential Criteria

Skills and knowledge required for the position

- Degree with subsequent relevant experience in events management, conferencing delivery and venue management, or an equivalent alternate combination of relevant knowledge, training and/or experience
- Demonstrated experience in management of substantial physical assets and resources, including expertise in the operation and provision of AV/technical support for venues or events
- Demonstrated experience managing the activities of self and/or others including coaching, motivation, and performance management.
- High level communication and interpersonal skills, with the proven ability to work effectively with a board range of stakeholders and client groups
- Demonstrated ability to set priorities and monitor workflows within own area of responsibility.
- Proven experience in developing processes and procedures to improve service delivery

Capabilities required to be successful in the position

- Ability to demonstrate self-awareness, see things from another person's perspective and actively seek out and act on feedback to improve knowledge, skills and behaviour.
- Ability to work collaboratively, recognise the value of diversity and model accountability, connectedness, innovation and care.
- Ability to think creatively, explore new ideas and respectfully challenge existing practices in order to improve current ways of working.
- Ability to implement improvements to local processes.
- Ability to cultivate and create space for creativity, continuously reviewing and identifying improvements to local work practices.
- Ability to build a culture of continuous improvement, implementing ideas generated by team members.

Essential Compliance Requirements

To hold this La Trobe University position the occupant must:

- hold, or be willing to undertake and pass, a Victorian Working With Children Check; AND
- take personal accountability to comply with all University policies, procedures and legislative or regulatory obligations; including but not limited to TEQSA and the Higher Education Threshold Standards.

Other Information

The position description is indicative of the initial expectation of the role and subject to changes to University goals and priorities, activities or focus of the job.

Position Flexibility

La Trobe University is committed to providing a diverse, inclusive and respectful working environment for all staff. We offer flexible work arrangements that can assist you in balancing your work and other responsibilities.

Why La Trobe:

- Develop your career at an innovative, global university where you'll collaborate with community and industry to create impact.
- Enjoy working on our inspiring and stunning campuses – the perfect hub for industry, students and academics
- Help transform the lives of students, partners and communities now and in the future

This is more than just a job. Working at La Trobe offers opportunities to demonstrate excellence and transform lives.

Here, you'll join exceptional people, partners and communities, who power our operations with ambition and purpose.

We are forward-looking and culturally inclusive. We continuously review, improve and transform our processes to embrace new, flexible approaches. That means you'll always have the opportunity to succeed and make a difference.

La Trobe's Cultural Qualities:



We are accountable

We strive for excellence in everything we do. We hold each other and ourselves to account, and work to the highest standard.



We are connected

We connect to the world outside – the students and communities we serve, both locally and globally



We are innovative

We tackle the big issues of our time to transform the lives of our students and society.



We care

We care about what we do and why we do it. We believe in the power of education and research to transform lives and global society. We care about being the difference in the lives of our students and communities

For Human Resource Use Only

Initials:

Date: