

POSITION DESCRIPTION

Venue Coordinator

Position Level	5
Faculty/Division	External Engagement
Position Number	ADMIN ONLY
Original document creation	September 2020

Position Summary

The portfolio of External Engagement has been created following a Taskforce 20/21+ review of opportunities to streamline our operations across both Faculties and Divisions. The new Division covers the following activities, separate to any activities relating to future student recruitment (which is coordinated via the Division of Academic and Student Life):

- Media, news and content
- Corporate marketing and communications
- Web transformation
- Events, venues and hospitality
- Fundraising
- Alumni engagement
- Government, community and diplomatic relations

Hospitality are specialist in delivering meetings and events for internal and external clients across a variety of venues, including UNSW CBD Campus, Parramatta Innovation Hub, John Niland Scientia Building, AGSM Building, Chancellery committee rooms, Clancy Auditorium and Science Theatre. Hospitality coordinate and deliver the venue logistics, audio visual and work closely with the contracted caterers to ensure a consistent quality hospitality experience.

The Venue Management team are responsible for the management of all Hospitality's venues. The team coordinate and deliver a quality customer experience to meet the requirements of internal and external clients and ensure venues are well maintained and presented. The Venue Coordinator is responsible for overseeing all activities within a designated location with the support of the Venue Manager.

This position reports to the Venue Manager and has no direct reports.

Accountabilities

Specific accountabilities for this role include:

- Work collaboratively with the Venue Manager on overseeing all activities and venue management of the designated location including; event coordination, oversee set up and onsite delivery, venue maintenance and presentation
- Support the coordination and management of other Hospitality spaces; including but not limited to UNSW City Centre, Clancy Auditorium, Science Theatre, and AGSM Building and Scientia Building as required to cover leave and meet business demand
- Promptly respond to phone, email and online system-based enquiries from internal and external client
- Prepare, send and track quotations, ensuring same day response to enquiries and proactively encouraging and conducting site inspections
- Ascertain the requirements of the clients by recommending the appropriate venue and services and ensuring requirements are accurately documented in the venue management system, including floor plans and running orders
- Actively work with service providers (caterers, cleaning, maintenance etc.) to ensure services and venues are of high quality and meet the requirements of clients
- Assist with the management of the execution of events, liaise with high profile guests, venue set up and presentation, front of house, catering and production
- Accurately record booking financials within the venue management system and ensure all details are correct before requesting internal journals and invoices
- Send all clients evaluation surveys and conduct post-event debriefs, review and use feedback to suggest service and process improvements to the management team
- Actively encourage clients to rebook events with Hospitality to ensure a high level of repeat business
- Work with the Client Manager and Client Services team to manage the bookings pipeline, and implement initiatives to drive increased utilisation of venues and services
- Support the Venue Manager to forecast and understand event demands to plan the operational and staffing required, ensuring staffing levels are adequate
- Supervise casual staff while onsite, provide thorough briefs for each shift, ensure safe work practices are followed and duties are completed to a high standard whilst providing quality customer service levels
- Develop stock control systems and make timely order requests to the Venue Manager
- Align with and actively demonstrate the [UNSW Values in Action: Our Behaviours](#) and the [UNSW Code of Conduct](#).
- Cooperate with all health and safety policies and procedures of the university and take all reasonable care to ensure that your actions or omissions do not impact on the health and safety of yourself or others.

Skills and Experience

- Tertiary qualification in Hospitality or Venue Management or equivalent competency gained through any other combination of education, training and hotel, venue or restaurant industry experience.

- Demonstrated experience in client management, coordinating and delivering venue operations and logistics
- Excellent interpersonal skills and a demonstrated ability to communicate effectively with a variety of internal and external stakeholders.
- Demonstrated ability to prioritise tasks, work autonomously, collaborate effectively, attention to detail, meet deadlines, and exercise initiative
- Well-developed computer skills in events booking systems and Microsoft Office products, Visio or equivalent floor plan/drawing software
- An understanding of and commitment to UNSW's aims, objectives and values in action, together with relevant policies and guidelines.
- Knowledge of health and safety responsibilities and commitment to attending relevant health and safety training

Weekend and after-hours work will be required in this role on a needs basis to deliver onsite activities.

About this document

This Position Description outlines the objectives, desired outcomes, key responsibilities, accountabilities, required skills, experience and desired behaviours required to successfully perform the role.

This template is not intended to limit the scope or accountabilities of the position. Characteristics of the position may be altered in accordance with the changing requirements of the role.