



POSITION DESCRIPTION

POSITION TITLE	Events & Executive Support Coordinator
DIVISION	Marketing and Engagement
DEPARTMENT	NA
REPORTS TO	Director, Marketing and Engagement

Our vision at the Brotherhood of St. Laurence (BSL) is for an Australia free of poverty.

Established during the Great Depression by Anglican activist Father Gerard Tucker, the contemporary BSL pursues systemic change for a fairer and more compassionate Australia where all people have a sense of belonging.

Our organisation employs over 1,000 staff and is supported by 1,200 volunteers. We partner with governments, business and other community organisations to address poverty in communities across the nation.

As well as providing services and programs for families and older people on low incomes, refugees and asylum seekers, young people and the unemployed, we research the causes and effects of poverty and advocate national, state and local policy solutions for people experiencing disadvantage.

We also operate social enterprises— our community stores and the Brotherhood Books online bookstore - which recycle goods and raise revenue for our work towards an Australia free of poverty.

BSL's Strategic Plan for 2019-2023 outlines five strategic outcomes which are supported by action plans for each of its Divisions and major programs. These are:

- Inclusive services and communities for everyone
- Thriving and resilient children and young people
- Economic security for all
- A trusted voice nationally on poverty and disadvantage
- An inclusive, effective, efficient and agile organisation

DEPARTMENT PURPOSE

The Marketing and Engagement Division has responsibility for increasing support from the community and increasing our financial sustainability. The Division includes the following functions:

- Marketing
- Communications
- Digital
- Social Enterprises
- Fundraising

POSITION PURPOSE

The Events & Executive Support Coordinator is responsible for two core components – the development and delivery of BSL events, and providing administrative support to the Director, Marketing and Engagement.

KEY RESPONSIBILITIES

Event planning and delivery

- Work with and support the wider BSL with its event needs, both internal and external - both virtual and physical.
- Understand internal stakeholder needs and craft recommendations in response outlining proposed event strategies and delivery plans, including objectives, timings, logistics, resources, success metrics, etc
- Oversee and manage the administration and coordination of events, including invitations, communications, logistics, venues, facilities, ticketing and places/seating.
- Ensure the planning and delivery of events runs smoothly and consult with other team members, as required.
- Coordinate booking of travel and accommodation for speakers presenting at events.
- Coordinate responses to general enquiries from internal and external stakeholders in relation to events in a timely manner.
- Manage the events calendar in consultation with relevant internal stakeholders and communicate key dates to internal and external stakeholders.
- Ensure monitoring of event registrations and proposal of remedial actions to increase registrations as relevant.
- Manage event materials and promotional stock inventory and ensure internal stakeholders are supported with events by providing templates, promotional goods and booking of banners.
- Identify opportunities and make recommendations in relation to sourcing cost effective event suppliers and materials.
- Develop run sheets for all events and respond to issues effectively and in a timely manner.
- Coordinate catering and booking of all events and oversee and manage the packing and dispatch of supporter kits.

- Ensure effective event budget management and reporting.
- Develop relevant event briefings for speakers and other relevant stakeholders.
- Track, monitor and report on event performance.

Executive Support

- Maintain all administrative processes, systems and structures for the day-to-day operations of the Marketing and Engagement team.
- Proactively manage all aspects of the Director's diary and correspondence with both internal and external stakeholders.
- Brief the Director, Marketing and Engagement on daily operational issues.
- Maintain an efficient and retrievable system for the storage of documentation, including both hard copy and electronic storage.
- Maintain the yearly meeting schedules including training events, forums and workshops, and implement logistics as required.
- Produce agendas, minutes and ongoing actions lists across all reports.
- Arrange conference and seminar registrations, including travel and accommodation for the Director, Marketing and Engagement.
- Balance and reconcile financial accounts ,including credit card account and invoices.
- Support the Director, Marketing and Engagement and Senior Managers within the team with the onboarding of new staff including contracting IT to setup phones, email and computer logins and collating induction paperwork.
- Manage projects as required and ensure all initiatives as completed on time and in line with specifications and budget.
- Provide clerical support (including typing and formatting to style guide standards) to the preparation of any internal and external documents as required.
- Collect and compile monthly Senior Management reports.
- Undertake research, review materials and provide recommendations, as required.
- Draft and/or review written work for the Director, Marketing and Engagement, including notes, briefings, presentations, proposals and reports.
- Other duties as required.

Teamwork and Accountability

- Work collaboratively within teams to achieve common goals
- Demonstrate a commitment to BSL's quality framework and culture by participating in and promoting quality actions through continual improvement activities
- In collaboration with the manager, set goals and objectives to ensure outcomes are met
- Model BSL's values and adhere to the Code of Ethical Behaviour in everyday work practices
- Maintain a safe work environment and ensure steps are taken to prevent unsafe work practices in accordance with BSL policies and procedures.
- Carry out such duties as directed by management that are within the level of the position and scope of the role, and within the incumbent's competence and training.

TO BE SUCCESSFUL YOU MUST HAVE

Essential

- Relevant qualifications and/or equivalent experience in event management and delivering successful events.
- Technical knowledge to create copy and creative required for events and event communications.
- Technical knowledge and experience using event booking platforms, direct marketing platforms such as Campaign Monitor, MailChimp, etc, and design tools such as InDesign and Photoshop.
- Experience creating and delivering effective events virtually on Zoom.
- Highly creative, with a commitment to delivering new and innovative engagement events and experiences
- Relevant experience in providing effective administrative support to executive level management and their teams providing day to day office management support including electronic and hard copy filing, diary and calendar management and the ability to effectively screen and respond to calls, receive visitors and manage emails
- Well-developed organisational and time management skills with the ability to work calmly under pressure within a complex portfolio of responsibilities, requiring flexibility to prioritise workloads, manage multiple tasks and meet deadlines
- Proven interpersonal and communication skills with the ability to build effective relationships and liaise across all levels both internally, externally and with people from diverse backgrounds
- Strong writing skills and attention to detail with proven ability to proof read documents, and develop high quality reports, presentations and other documentation
- Sound judgement, discretion, professionalism and the capacity to work with confidential information
- Expertise in Microsoft Office Programs including Word, Excel, PowerPoint and Outlook
- Strong focus on delivering high level customer services and proven ability to work autonomously and effectively as part of a team to identify and resolve problems, make recommendations and achieve outcomes
- Understanding of and empathy with the values and ideals of BSL.

Desirable

- Knowledge of accessibility standards as it relates to events and communications.
- Proven experience working in a not-for-profit environment.

MANDATORY EMPLOYMENT CRITERIA

- Specific work requirements include weekend work, evening shifts, work-based travel and attendance at a variety of different work locations
- Proof of eligibility to work in Australia is required
- A satisfactory Police Check is required. BSL will facilitate this process.
- a Working with Children Check is required for this position. BSL will facilitate this process.
- Compliance with latest government COVID-19 vaccination orders, or approved exemption.