



EVENTS AND SERVICES COORDINATOR

DEPARTMENT/UNIT	Monash Sport
FACULTY/DIVISION	Campus Community Division
CLASSIFICATION	HEW Level 5
WORK LOCATION	Clayton campus

ORGANISATIONAL CONTEXT

Monash is a university of transformation, progress and optimism. Our people are our most valued asset, with our academics among the best in the world and our professional staff revolutionising the way we operate as an organisation. For more information about our University and our exciting future, please visit www.monash.edu.

The **Campus Community Division** is charged with leadership, management and innovation in the provision of high quality non-academic services to students and staff at Monash. The Campus Community Division comprises Chaplaincy; Childcare; Counselling and Mental Health Programs; Careers, Leadership & Volunteering; Non-Residential Colleges; Residential Services; Safer Community Unit; Student Engagement & Support Programs; Monash Sport; TeamMONASH; and University Health Services. For more information about the work we do, please visit <http://www.campuscommunity.monash.edu>.

Monash Sport coordinates a wide range of aquatic, indoor & outdoor sport, health, fitness, wellness and social sport services and activities for University students, staff and the wider community. Through providing these opportunities, we endeavour to enhance the health and wellbeing of our community and the on campus experience for our students & staff. We passionately believe that active bodies complement vibrant minds. For more information about the services we provide, please see our website: www.monash.edu/sport.

POSITION PURPOSE

The Events and Services Coordinator provides a range of professional and high-quality administrative and organisational services to deliver effectively planned and organised events for Monash Sport. This includes planning, organising, and coordinating key components of events, as well as coordinating other staff within Monash Sport to deliver components of events, whilst maintaining excellent working relationships with internal and external stakeholders.

The Events and Services coordinator will also directly coordinate and communicate Monash Sport's involvement in significant and major events conducted by others at Monash Sport facilities, ensuring a high level of service and communication is delivered to the event organiser. This will apply to both University organised events as well as those organised by external providers.

The Events and Services Coordinator also provides administrative support for projects and programs with a focus on excellence in service delivery to students, staff and other stakeholders.

Reporting Line: The position reports to the Venues Team Leader under general direction

Supervisory Responsibilities: This position provides direct supervision to one staff member

Financial Delegation: Yes, in line with University Delegations Register

Budgetary Responsibilities: Not applicable

KEY RESPONSIBILITIES

1. Implement and coordinate a program of event planning and delivery, underpinned by effective organisational and administrative processes and systems; including providing services, responding to queries, advising on policy and process, overseeing facility bookings, project administration, relationship management and producing reports, in accordance with agreed standards and timeframes
2. Provide high levels of customer service in accordance with best practice guidelines, policy and procedure
3. Maintain service standards including prompt issues resolution and adherence to privacy, confidentiality and compliance requirements
4. Undertake the input and analysis of data, including ensuring effective security, storage and distribution of data, records and reports
5. Provide sound and timely advice, guidance and support to other staff, clients and stakeholders in relation to Monash Sport matters
6. Participate in and coordinate continuous improvement activities relating to service practices, quality assurance and customer service excellence
7. Maintain effective working relationships with colleagues, clients and other stakeholders to support and facilitate service delivery

KEY SELECTION CRITERIA

Education/Qualifications

1. The appointee will have:
 - A tertiary qualification in a relevant field; or
 - substantial relevant skills and work experience; or
 - an equivalent combination of relevant experience and/or education/training

Knowledge and Skills

2. Excellent administration skills and a demonstrated capacity to plan, coordinate and deliver a wide range of high quality events
3. Demonstrated organisational skills, including the ability to set priorities, manage time and plan work to meet deadlines
4. A strong commitment to excellence in customer service and a hands-on approach to service provision
5. Ability to work as an effective member of a team as well as the ability to exercise independence and judgement where required
6. Demonstrated analytical and problem-solving skills
7. Well-developed written and verbal communication skills, including the ability to interact with a diverse range of clients and respond positively when resolving issues
8. The ability to manage a large number of relationships with internal and external stakeholders
9. Well-developed computer literacy, including experience using business software such as Microsoft Office and Microsoft Project

OTHER JOB RELATED INFORMATION

- A current satisfactory Working With Children Check is required
- A current Level 2 First Aid certificate is required
- A current Hepatitis B Immunisation is required
- Travel to other campuses of the University may be required
- There may be a requirement to work additional hours from time to time
- There may be peak periods of work during which taking of leave may be restricted

LEGAL COMPLIANCE

Ensure you are aware of and adhere to legislation and University policy relevant to the duties undertaken, including: Equal Employment Opportunity, supporting equity and fairness; Occupational Health and Safety, supporting a safe workplace; Conflict of Interest (including Conflict of Interest in Research); Paid Outside Work; Privacy; Research Conduct; and Staff/Student Relationships.