



POSITION DESCRIPTION

Event Workforce Coordinator (Permanent) Venue & Event Services May 2024



Title:

Event Workforce Coordinator

Reports to:

Event Workforce and Planning Manager

Number of Direct Reports and Roles:

Nil

Job Goal:

To ensure all Events are staffed by the most skilled & capable staff at the optimum level ensuring event requirements are met whilst driving efficiencies across the staffing model. During events, supervise and co-ordinate (or assist with) all aspects of events management, ensuring all procedures are adhered to, thus maintaining an integrated, organised and successful event.

To ensure all staffing administration tasks for an event is up to date and accurate to minimise issues and enable a smooth event experience for all staff.

To manage the event staff and performance manage and coach them.

Accountabilities/ Responsibilities:

- Assist Event Workforce and Planning Manager in developing appropriate systems, procedures and controls to enhance the accuracy, timeliness of rostering, administration tasks and communication with Event staff.
- Roster event staff, update templates, to ensure each Event is staffed optimally from a cost efficiency & service perspective.
- Administer all staff data in the database through the employment life-cycle including new starters, resignations, leave etc & liaise with staff to ensure a high degree of data accuracy (single source of truth)
- Liaise with Event Staff to problem solve & troubleshoot enquires, including roster issues, availability procedures, and leave requirements etc
- Manage Event Staff Portal to ensure all information is up to date and correct.
- Monitor Incoming and outgoing phone calls, e-mails and other correspondence with event staff in relation to all staffing requirements.
- To assist management of event staff performance
- Assist in the production of all administration tasks that are required for Match Day, including Match Day information sheet, staff rosters, briefing notes and all staff communication.
- Provide administrative assistance in relation to allocation of event staff uniforms, recruitment and training.
- Event Day: Assist in Management of the venue on Event Day in Event Manager role with development into Senior Event Manager position.



POSITION DESCRIPTION

Event Workforce Coordinator (Permanent) Venue & Event Services May 2024



- Provide administrative assistance in relation to allocation of event staff uniforms, recruitment and training.
- Event Day: Assist in Management of the venue on Event Day in Event Manager role with development into Senior Event Manager position.
- Comply with the MCC OH&S policies and procedures, and take reasonable care for safety of yourself and others, including patrons, staff, contractors and anyone who may be affected by your actions.

Experience / Skills / Qualifications:

- Excellent understanding of roster policy & systems & high degree of problem solving skills
- Relevant rostering experience.
- Demonstrates commitment to MCC values.
- Sound written communication skills – ability to draft letters and documents.
- Strong organisational skills – proactive and customer service focused.
- Attention to detail – strong task completion
- Sound verbal communication skills, including diplomacy and confidence
- Demonstrate maturity of judgment and discretion
- Excellent computer skills (proficient in Microsoft Office Suites – particularly, word, power point, outlook, and excel)
- Experience in event or venue management desirable.
- Teamwork approach to Departmental needs.
- Consistently demonstrates the customer service CARE habits in all customer interactions.
- Demonstrates commitment to MCC values

The MCC is committed to providing a safe and welcoming environment for everyone including children & young people and has zero tolerance to child abuse and harm. All MCC staff are required to understand their responsibility in relation to child safety and must undertake mandatory child safety training. The MCC conducts reference checks including child safety and other pre-employment checks as appropriate.

It is a mandatory requirement to hold a current / valid Victorian Working with Children card to work at the MCC.

Further Notes:

This position is also required to fulfill the role as an Event Manager on event day and as such flexibility is required in this position as there is a requirement to work on week nights and weekends and this is a critical requirement of the position. In this circumstance the Working Outside of Standard Hours guidelines will apply.