

Position Description

Position Title	Events and Venues Coordinator
Department	Community Engagement
Reports To	Venue and Events Manager
Key Reports	None
Overview	<p>Reporting to the Events & Venues Manager, the Events & Venues Coordinator contributes to a team of technicians and coordinators. This hands-on role is responsible for the comprehensive planning, collaboration, development and execution, of all approved internal and external events at the College.</p> <p>From a venue’s perspective, this role serves as a central point of contact for stakeholders and clients, and coordinates venue logistics, and bookings to support the Département's optimization of College assets. It requires a generalist knowledge of technical production and specialized knowledge of event management software, and ticketing software.</p> <p>Key responsibilities include coordinating technical and logistical requirements within approved budgets, overseeing venue presentation, and ensuring compliance with service quality standards. In addition, the Events & Venues Coordinator performs the Front of House Supervisor function during events, providing event oversight and triaging emerging technical or resourcing issues.</p> <p>Additionally, this position involves management of the ticketing processes, handling reporting, and fostering relationships mostly as it relates to the event or venue use.</p> <p>This broad role value adds by:</p> <ul style="list-style-type: none"> - Act as a conduit between Technical Advisers and Event Stakeholders, often required to trouble shoot and develop bespoke solutions to achieve the performance outcome - Translating generalist knowledge and understanding of the Departments internal process so to effectively capture event requirements accurately and fully and influences the uptake of information.
Key Accountabilities	<p>The Events & Venues Coordinator is essential in orchestrating both internal and external college events, ensuring execution and delivering. This role has a significant degree of autonomous decision making relating to workflow, priorities of tasks and deliverables to ensure the success of approved projects, events and service plans.</p> <p>This role is responsible for the event lifecycle via the internal venue booking system, with influence on every aspect, from planning to delivery, ensuring College’s venue standards are maintained.</p> <p>Event Planning:</p> <ul style="list-style-type: none"> - First point of contact with stakeholders, leads discussion to facilitate and detail the scope of the event, as it relates to the purpose, objectives, and target audience, and the Events and Venues capability.

Venue Booking and Setup:

- Administers the internal venue booking system to secure appropriate spaces and flags conflict bookings for resolution.
- Advises on and influences decision on venue layouts, seating arrangements, and room functionality aligned to event goals.

Logistics and Communication Coordination:

- Communicates logistical requirements (such as staffing, catering, housekeeping and parking) and coordinates the input of Technical Advisers.
- Clear, active communication with stakeholders and team members throughout the event lifecycle
- Co-ordinating real-time troubleshooting for any unexpected issue front and back of house, relating to logistics, catering and housekeeping. Defers to Technical Adviser as is appropriate.

Post-Event Evaluation:

- Gathers data from audience, students and stakeholders to identify improvements
- Contributes advice to identifying improvement for future events.

Invoicing and Finances:

- Administers Purchase Orders, verifies the accuracy of invoice, ensuring client charges are transparent and recorded as per College standards.

The role is responsible for applying broad technical and logistical expertise of event timings to inform quotes (including equipment, staffing selection and required services) within the scope of approved project / event parameters and budgets. Deliver quality and consistent customer service to external and internal stakeholders, while providing professional advice to build trust and maintain strong relationships with internal departments. This role requires a level of discretion and judgement regarding how to logistically achieve the desired outcomes as per the approved project and event parameters. The role can develop and advise on updates to department policy and procedures with influence on SOP to streamline event and venues processes.

Building and nurturing positive relationships with staff, students, parents, and external users of the venues is fundamental to fostering a collaborative and supportive college community. Responsible for the maintenance and oversight of the events shared inbox and phone including filing, flagging, sharing and responding as required in a timely manner. The Event & Venues Coordinator also undertakes additional reasonable tasks as directed by the Events & Venues Manager.

In addition to executing detailed internal event plans within budgetary constraints and service quality standards, the coordinator works both autonomously and collaboratively with external clients to meet critical deadlines and fulfil event requirements. The role involves quoting and contracting all logistical aspects of external or sponsored venue hires, ensuring that set-up, front-of-house operations, catering, and technical requirements, in consultation with the Event Owner are seamlessly integrated.

The Events & Venues Coordinator logs IT, facilities, and housekeeping maintenance requests through internal systems as needed and coordinates internal requests for technical support with Events & Venues Technicians to ensure all technical requirements are met.

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	<p>Additionally, the Events & Venues Coordinator liaises with Events & Venues Technicians to ensure the technical needs of events are met, while also collaborating with internal departments to advising and coordinate off-site college events. The role includes conducting venue tours for potential clients and stakeholders demonstrating expertise in venue specifications, seating capacities, cost structures, equipment usage, venue access and lock up.</p> <p>As Front of House Supervisor during events, the Events & Venues Coordinator coordinates ushering, evacuation procedures, set-up, and cleaning to ensure a positive experience for all patrons. After each event, ensuring all bookable spaces are returned to standard is a key responsibility and communicating constructive feedback and debriefs as required.</p> <p>Supervising and rostering casual front-of-house staff and volunteers is essential for the smooth operation of events. Clear communication of responsibilities and procedures is imperative. The Events & Venues Coordinator is responsible for administering event ticketing through the ticketing system, responding to general enquires, resolving any technical ticketing issues on-site, and providing necessary on the job and training to staff.</p> <p>Financial delivery is another critical responsibility, encompassing the creation of purchase orders, event invoicing, and liaising with finance teams to ensure that all post-event financials are completed accurately. Compiling comprehensive data to the Events and Venues manager for reports on the financial performance of both internal and external events. Flagging risks and inconsistencies and discrepancies and update invoices and booking system to reflect accurate charges.</p>
Committee Membership	Social Committee
Selection Criteria	<p>These selection criteria will form the basis to assess applicants for short-listing and determine the successful Coordinator:</p> <p>SC 1 Experience and/or Qualifications</p> <ul style="list-style-type: none"> • AQF Qualifications in Event Management or a related field. • Must have proven ability to create positive and effective events and functions - successful events industry experience. • Experience in supervising staff in a function capacity. <p>SC 2 Administration Skills</p> <ul style="list-style-type: none"> • Demonstrated ability to coordinate multiple concurrent events of varying sizes while effectively maintaining timelines. • Proven experience in reviewing and streamlining event processes to enhance efficiency. • Proficient in writing reports and routine business accounting, including budgets, sales, income, and expense control. • Ability to work both autonomously and collaboratively to meet deadlines. • High degree of flexibility in engaging with diverse stakeholders, including students, parents, staff, volunteers, and the broader community. • Strong organisational and administrative skills, ensuring effective event management. <p>SC 3 Interpersonal skills</p> <ul style="list-style-type: none"> • Liaise with key stakeholders, both internal and external customers.

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	<ul style="list-style-type: none"> • Interpersonal relationship skills to effectively communicate expectations and deliverables to staff, patrons and hirers during, before and after an event. • Ability to effectively collaborate with stakeholders and display a high degree of flexibility to produce the expected outcomes. • Liaise effectively with key internal and external stakeholders. • Utilize strong interpersonal skills to communicate expectations and deliverables and outcomes to staff, patrons, and hirers before, during, and after events. • Collaborate flexibly with stakeholders to achieve desired outcomes. • Build positive relationships with staff, students, parents, and external venue users. • Demonstrate commitment to the College’s development, reputation, mission, vision, ethos, and Lutheran identity. • Proven ability to collaborate and communicate within teams of professionals for successful event management. Commitment to the development of the College and its reputation in the community, its mission, vision, ethos and Lutheran identity. • A proven ability to form, collaborate and communicate with teams of professionals to ensure successful event management. <p>SC 4 Technical skills Demonstrated ability to:</p> <ul style="list-style-type: none"> • Co-ordinate the accurate administration of data into event systems. • Use a suite of computer software including: Microsoft suite, ticketing systems and cloud based event management systems.
Terms and Conditions	<p>Classification – To be confirmed. Salary – \$76,736 - \$101,144 Tenure – Fixed term, full time Terms and Conditions – Please refer to the <i>Queensland Lutheran Schools Single Enterprise Agreement 2024</i></p>
Location	<p>St Peters Lutheran College – Indooroopilly 66 Harts Road INDOOROOPIILLY QLD 4068</p>

Professional Behaviours	<p>Applicants are expected to respect and uphold the College’s Mission of “Excellence in Christian Co-Education”, support the Christian ethos of St Peters Lutheran College and demonstrate courtesy, co-operation and teamwork with fellow members of staff.</p> <p>Uphold Code of Conduct and Valuing Safe Communities standards.</p> <p>Actively and effectively participate in reasonable directions provided.</p>
Child Protection	<p>All employees of St Peters are required to familiarise themselves with and adhere to the College’s Child Protection Policy and Procedures, and complete annual Child Safety Training.</p>

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Health & Safety	<p>All employees are required to take reasonable measures to protect their own health, safety and wellbeing, and that of others, and to follow all reasonable Health and Safety policies, guidelines, and directions.</p> <p>Managers hold additional accountability for operational management of safe work practices in their area, including making appropriate resources, information, and training available to their team members.</p>
Policies & Procedures	<p>Employees are expected to understand and act in accordance with St Peters policy and procedure documents that are available on the College’s intranet, relevant legislation and directions within the employment contract and/or <i>Queensland Lutheran Schools Single Enterprise Agreement</i> and take the responsibility to maintain currency with these.</p>
Compliance Requirements	<p>Current Blue Card and/or Queensland College of Teachers Registration. Identified positions will require additional security clearances. All successful candidates will be required to obtain and maintain currency and levels of security clearance.</p> <p>Timely completion of mandatory training requirements and training relevant to their role.</p>
Other relevant information	<p>The College will conduct relevant and required applicant checks which includes and is not limited to, contacting current and previous employer(s) to substantiate employment history, past conduct and performance.</p> <p>St Peters Lutheran College aims to be a preferred employer by fostering and valuing diversity, ensuring equitable and fair treatment for all, and respecting and upholding human rights.</p> <p>The College is committed to increasing the participation rate of Aboriginal and Torres Strait Islander people through best-practice recruitment methods and producing positive training and employment outcomes for Aboriginal and Torres Strait Islander people within the wider communities.</p> <p>The collection and handling of information will be consistent with the requirements of the <i>Privacy Act 1988</i>.</p>

Further information about St Peters can be found at www.stpeters.qld.edu.au

Dated March 2025