

Position Title	Events Coordinator	Department:	Events
Level:	Salaried	Primary Location:	Bendigo Stadium 91 Inglis Street, West Bendigo VIC 3550
Reports to:	Head of Events	Updated:	20 August 2024



Organisational Context

Bendigo Stadium Limited (BSL) manages and operates Red Energy Arena, Borough Club, and the St Arnaud Sporting Club. As an organisation we pride ourselves on being a world class sports and entertainment centre, delivering a community focused hub through various sports codes, entertainment events, business functions and family moments.



Red Energy Arena is the home of the Bendigo Basketball Association, Bendigo Braves, Bendigo Spirit and Phantoms Volleyball Club.

Primary Purpose

Reporting to the Head of Events, the Events Coordinator will assist and lead with the delivery of a range of events including sporting, entertainment, functions, and corporate events to provide increased economic and social benefit to the Bendigo region.

The role of the Events Coordinator is to enhance BSL's events reputation, increase the brand profile through delivering outstanding experiences for functions and events, meeting budgetary requirements, and deliver a full calendar of functions and events.

Direct Reports

Nil

Key Result Areas

Key Result Area	Responsibility	Measure
Business Growth	<p>Execute the BSL strategy to drive organisational growth through the strategic pillars; wellbeing, teamwork, inclusion, pathways, and connection.</p> <p>Exceed budgets for all functions and events.</p> <p>Comprehensive event planning, including for prospective functions and events, providing a clear correlation to achieving goals.</p> <p>Develop and execute hire agreement for each event with sign off completed by the Head of Events.</p> <p>Financial Modelling is implemented for all functions and events to assist with optimising profitability.</p> <p>Invoicing processes are embedded to achieve revenue in a timely manner.</p>	<p>Understand strategic direction and vision, and role in achieving it.</p> <p>Rigid processes implemented to monitor financial performance goals.</p> <p>Expenditure is within the agreed budget, utilising the Financial Model Matrix.</p> <p>100% of function and event revenue has been received in a timely manner.</p>
Execute With Excellence	<p>Demonstrate proactive and collaborative communication with all prior clients to secure return business, through accurate contact details.</p> <p>Liaise with BSL's Food and Beverage Events Manager to develop Emergency Management Plans for functions and events. Plans should include a risk assessment, fire evacuation strategy, safety and security plans, and traffic management plans.</p> <p>Liaise with BSL's Catering & Services Manager to ensure a detailed catering plan is in place before all functions and events, and that catering requirements meet the client's expectations.</p> <p>Conduct post-event debriefs for all functions and events, and use the information collected from these to develop post-event reports.</p> <p>Embed internal communication processes to provide timely and detailed event plans to the team.</p> <p>Follow event planning procedures to produce WIP documentation, daily schedules, run sheets, floor plans, Beo's, etc.</p> <p>Develop, review, and input clear communication measures to ensure stakeholders are fully informed.</p>	<p>Seamless planning has been achieved to execute with excellence.</p> <p>OH&S requirements for events are met and communicated.</p> <p>Catering requirements meet the client's expectations.</p> <p>Ensure Customer debriefs are undertaken in a timely fashion and 100% post event debriefs are completed.</p> <p>Accurate reports and/or reviews are prepared and provided.</p> <p>Communication is clear and concise.</p> <p>100% achieved for Risk Assessments</p>

	<p>Display timely communication of event requirements to all relevant departments.</p> <p>Ensure staff are rostered according to function or event needs.</p> <p>Ensure staff have been briefed, inducted, and trained according to event and function needs.</p> <p>Display sound communication skills with promoters, contractors, and stakeholders to ensure the successful delivery of events.</p> <p>Provide a safe event space, ensuring OH&S compliance.</p> <p>Respond to function and event enquiries (manage stakeholder enquiry, quote, plan & execute events, and functions).</p> <p>Execute functions and events as required by the Head of Events.</p> <p>Ensure the marketing team are provided all relevant information in relation to event needs.</p> <p>Develop and manage event ticket requirements with BSL's ticketing partner, Ticketek.</p> <p>Scheduling all events in BSL's booking system, IVY.</p> <p>Complete all general administrative tasks associated with the role including telephone and email communication, financial requirements, and database maintenance.</p> <p>Develop and ensure all COVID Safe event plans are submitted for each event as required.</p> <p>Develop all floor plans in event draw, ensuring they are accurate and to scale.</p>	<p>before all functions and events.</p> <p>Seamless planning has been achieved to execute with excellence.</p> <p>The team is adequately briefed and trained for functions and events.</p> <p>Standard Operating Procedures are developed, reviewed, and implemented for all functions and events.</p> <p>Ensure communication is timely and in line with BSL Policies and Procedures.</p> <p>Zero errors were made when arranging tickets via Ticketek.</p> <p>Ensure no clashes are made with the event calendar as required.</p> <p>COVID Safe specific plan for each event compliant.</p>
<p>Winning Within the Community</p>	<p>Maintain and develop collaborative relationships with internal and external stakeholders, ensuring stakeholder engagement is of a professional standard, leaving a positive and long-lasting impression.</p> <p>Ensure business development is achieved through actively seeking community events, utilising the approved BSL event sales kits.</p>	<p>Effective communication at all levels.</p> <p>Attend networking events per year to ensure the KPI for new business is met.</p>
<p>Investing In Our People</p>	<p>Execute the delivery of world-class event experience by collaborating, engaging, and influencing the wider BSL team.</p>	<p>Team expectations of best practice.</p> <p>Contribute to Talent Matrix/Succession Plans.</p>

	<p>Foster a culture of open and transparent communication and operational excellence when leading each event showcasing what BSL offer.</p> <p>Ensure resources are identified and organised to a level, consistent with delivering the BSL experience to the paying customer and all delegates.</p> <p>Manage feedback, promptly, to ensure the customers/clients' needs are addressed and the event meets the expectations and service level agreement of the project.</p> <p>If conflict resolution cannot be handled in a timely and courteous manner table with the Head of Events.</p>	<p>Team Rhythms with event meetings.</p> <p>Adhere to BSL Policies and Procedures.</p>
<p>Values</p>	<p>Uphold and demonstrate BSL's vision, mission, and values by always upholding our charter.</p> <p>Demonstrate consistent behaviour in accordance with the BSL's Values of Think Big, Excellence Impressive, Be Accountable, One Team, People First.</p> <p>Effective, efficient, and professional management of the business unit and its direct reports.</p> <p>Deliver BSL's experiences, products, and services in line with the culture of excellence.</p> <p>Always act morally and ethically in all interactions with others.</p> <p>Adhere to BSL systems and procedures as outlined in Ops Central.</p> <p>Adhere to BSL's customer management practices as outlined in Ops Central.</p> <p>Adhere to BSL Management System Ops Central.</p> <p>Exercise discretion and independent judgment in taking commercial and operating decisions to achieve business results.</p>	<p>Always Living the Core Organisational Values.</p>

EQUIPMENT OPERATED, SYSTEMS USED AND PHYSICAL REQUIREMENTS OF ROLE

- Medium physical activity
- Excellent PC software skills:
 - E-mail / Internet
 - MS Word
 - MS Excel
 - MS PowerPoint

EDUCATION AND SKILLS

**Minimum
Qualifications:**

- Formal qualifications in event management, a related business degree or relevant experience.
- Must hold a Working with Children's Check (WWC).
- Must satisfactorily pass a Police Check.
- First Aid Certificate.
- A current Drivers Licence.

**Job, specific, skills,
experience,
Knowledge and
abilities:**

Desired Knowledge and Experience:

- Minimum 2+ year's experience working in Event Management with successful coordination of events, from concept to execution.
- Demonstrated experience in a similar role working on a diverse range of events including but not limited to galas, conferences, fundraising events, community, sports events, and corporate activities; across a range of locations, involving various stakeholders and with different purposes;
- A commitment to delivering projects and events to the highest quality.

Desired Skills:

- Highly organised and priority driven.
- The ability to make difficult decisions.
- Builds rapport and can communicate effectively with internal and external parties.
- Excellent literacy, including the ability to write professional and error-free correspondence.
- Strong attention to detail with excellent organisational and planning skills.
- Experience in writing a creative copy is an advantage.
- Understanding of ticketing systems such as Ticketek.

Personal attributes:

- Professional attitude.
- Strong work ethic and values.

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- Energetic and creative.
 - Results orientated.
 - Respect for privacy and confidentiality.
 - Accountable for their actions.
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