

Position Title	Conference and Events Officer
Portfolio	Education
Division	Business Design and Personal Services
Department/Cost Centre	Industry Connect and Conferencing - 01880
Classification	Specialist Staff 3.1
Position Number/s	102342
Reporting to	Industry Connect and Conferencing Coordinator
Supervises	Nil

Who is South West TAFE?

South West TAFE is an education hub with a difference. We bring innovative education and industry insider knowledge together to power talent for tomorrow.

To better meet the demands of the fast paced world of 21st Century business, our courses are designed by industry and taught by professionals.

With over 150 courses on offer, we are well suited to provide quality hands-on training across the major business sectors. Plus, our teachers, training facilities, support services and direct links with industry are second to none. Our campuses are located in Warrnambool, Portland, Hamilton and Colac, with facilities and services set to expand as the region grows.

Our **Ambition** is to provide future focused education that creates a lifetime of opportunity and employability. Our **Purpose** is to deliver a modern and fresh approach to helping generations develop the skills they need for the futures they aspire to.

Our **Values** are:

- **Integrity & Impartiality** - We are transparent and ethical in all that we do, every day
- **Respect & Human Rights** - We demonstrate trust, understanding and embrace diversity
- **Leadership** - We will be forward thinking, collaborative and inspirational
- **Accountability** - We take ownership of our actions and deliver on our promises
- **Responsiveness** - We will deliver and respond with care.

Division Overview

The Division of Business, Design and Personal Services is responsible for the delivery of Art and Design, Tourism, Travel, Business, Finance, Hair & Beauty, Massage, and Information and Communications Technology programs across South West TAFE campuses. The division also manages one of South West TAFE's training business arms, Pure Academy.

The division has staff based at Warrnambool, Portland, Hamilton and Colac; however, the division regularly conducts programs in other regions and may include international sites.

Position Overview (Your Opportunity)

As the first point of contact with the Conference and Events Centre, the Conference and Events Officer fulfils an important public relations and customer service role. The Conference and Events Officer assists with the coordination of, and undertakes a range of tasks associated with the day to day operations of the Conference and Events Centre to ensure client expectations in relation to events, conferences and meetings are met.

The position is integral to the organisation's industry and community engagement activities including the Industry Connect program - a formal, focussed and structured means of developing and maintaining stronger business relationships with key industry players within the region. The Conference and Events Officer provides administrative and event coordination support to the Coordinator – Industry Connect & Conferencing.

Key Accountabilities

All South West TAFE staff are required to act and work in the best interest of the organisation, as such every staff member has accountabilities to uphold for both their position and the wider organisation, These accountabilities include but are not limited to:

Your Position

- Provide support to enable a high level of customer services standards (internal and external), implement and help achieve the strategic and operational objectives across all aspects of the Meetings and Events Centre in the provision of high quality, efficient and effective conferencing, and industry and community engagement services
- Actively be involved in the planning process through to post event stages for all community and corporate meetings and events including Industry Connect events to ensure compliance with necessary external reporting requirements. Attendance at events may be required to ensure efficiency and effectiveness of the event and to assist with registrations, food and beverage service, minutes and note taking
- Coordinate and manage all logistical and operational aspects of the event from conception through to delivery including client liaison and management, preparation of quotes, booking confirmations, coordination of external suppliers and liaison with inter-departmental teams
- Conduct site inspections with clients and event organisers and build strong relationships with the broader community and industry to increase awareness and help promote the facilities, to grow and attain new business in the region
- Utilise the Customer Relationship Management (CRM) system and social media to promote the use of the Meetings and Events Centre and Industry Connect events including regular communication with clients
- Maintain templates to ensure the effective planning, running and follow-up of all Industry Connect, community and client events
- Provide general information and advice on administrative or operational matters pertaining to the division/department
- Providing on-site support at events including setup and pack down, Audio Visual and the distribution of materials
- Provide hands on support to all wait/catering staff as required ensuring the successful running of the meeting or event
- Recognise areas in which guidance and support is required from the Manager and seeks appropriate assistance
- Keep up to date with relevant information and industry best practice

Your Organisation

- Recognise areas in which guidance and support is required from the Manager and seeks appropriate assistance
- Keep up to date with relevant information and industry best practice
- Comply with internal policies and procedures including the Code of Conduct
- Demonstrate the organisational values on a daily basis and proactively seeks to maintain a healthy and safe work environment
- Commit to access and equity principles in carrying out work functions
- Actively participate in the organisations Achievement Development Programme (ADP)

This position description describes in general terms the normal duties which the position is expected to undertake. However, the duties described may vary or be amended from time to time without changing the level of responsibility.

Key Selection Criteria (Key to Success)

Successful candidate will demonstrate the best combination of the following characteristics;

- Demonstrated excellence in customer service including the ability to relate well to people at all levels, providing courteous, informative, accurate and timely responses
- Demonstrated experience in the hospitality and event coordination environment
- Demonstrated initiative, problems solving skills and attention to detail necessary to identify appropriate solutions in support of customer service expectations
- A proactive approach and proven time management skills, with a demonstrated ability to meet deadlines, setting priorities, planning and organising workload to ensure key performance indicators are met
- Proven strong verbal and written communication skills, well developed interpersonal skills including the ability to interact professionally and effectively with a diverse range of internal and external clients

- Flexibility with working arrangements is essential including some evening or weekend work
- Advanced competence in the use of the Windows operating environment, including sound operational knowledge of MS Office and Adobe products, Internet based applications and customer database management software
- Proven ability to work effectively and collaboratively as part of a team in the provision of appropriate support

Qualifications and Requirements

Mandatory requirements

- Relevant Degree or Diploma with little or no relevant work experience or a suitable combination of lesser qualifications and relevant experience
- Experience in the hospitality and the event coordination industry
- Employee Victorian Working with Children and satisfactory Police Check
- Safe Food Handling Certificate
- Responsible Service of Alcohol (RSA)
- A current Victorian Driver's Licence

Highly desirable requirements

- A Certificate IV in Tourism and Events and/or equivalent
- Experience using Microsoft and Adobe Office products and relevant industry software and programs
- Experience with, or an understanding of Salesforce CRM, web and social media communications strategies
- Safe Food Handling Certificate

Additional Information

- South West TAFE supports Equal Employment Opportunity and actively encourages Indigenous applicants to apply
- South West TAFE promotes the safety, wellbeing and inclusion of all children including those with a disability
- Position, requirements, classification skill level required and conditions in accordance with South West Institute of TAFE (Specialist Staff) Enterprise Agreement 2016
- Any member of SWTAFE may be required to work at any site dependent upon business needs

	Authority level	Name	Date
Prepared by	Recruiting/Hiring Manager		
Approved by	Department Executive Manager		
P&C review	People and Culture		
Agreed by	Incumbent		