

## Position Description

<b>Position Title</b>	Coordinator - Industry Connect, Conferencing and Events
<b>Portfolio</b>	Education
<b>Division</b>	Business, Design and Personal Services
<b>Department/Cost Centre</b>	Industry Connect and Conferencing - 01880
<b>Classification</b>	Specialist Staff Level 6
<b>Position Number/s</b>	102339
<b>Reporting to</b>	Manager - Business, Design and Personal Services
<b>Supervises</b>	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 throughout the southwest Victoria region, including Warrnambool, Hamilton, Portland, Colac and Sherwood Park with a further delivery site at Glenormiston.

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 and 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 along with Industry Connect and Conferencing and Short Courses

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)

The Coordinator - Industry Connect, Conferencing and Events (the Coordinator) is responsible for both external and internal conferencing and events, along with the overall development, running and continuing growth of the SWTAFE Industry Connect program which assists the development of training in close consultation with industry to strengthen the economic growth of our region.

In this context the Coordinator develops, implements and assists in the achievement of strategic and operational objectives, providing necessary leadership to achieve significant synergies in the provision of high quality, efficient and effective conferencing and industry engagement services.

Through the Industry Connect program the Coordinator assists SWTAFE to engage with, and develop partnerships with Industry, Government Agencies, Jobactive providers, Centrelink and various other support agencies.

The position is responsible for the collection and dissemination of data and information gathered through Industry Connect maintaining accurate records of feedback and an industry connect database.

## Key Accountabilities

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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**

- Identify and negotiate opportunities to enhance SWTAFE commercial activities, supporting the Business Development Team, through referring leads and opportunities Develop and maintain effective links with industry, community and Vocational Education and Training (VET) sector networks. Manage the SWTAFE Industry Connect program to establish and maintain mutually beneficial partnerships and relationships with a range of industry stakeholders
- 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 external and internal conferencing, and industry and community engagement services
- Collect and disseminate data and information gathered through Industry Connect as well as maintaining accurate records of feedback and an industry connect database Drive industry forums and consultation through Industry Connect to ensure SWTAFE is responsive to training needs and provides an opportunity for networking between local businesses.
- Develop, implement and help achieve strategic and operational objectives and provide leadership to achieve significant synergies in the provision of high-quality, efficient and effective internal and external conferencing and industry 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 external and Internal events 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 liaise with Marketing 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

### **Your Organisation**

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

- Sound interpersonal skills, and verbal and written communication skills, and a demonstrated ability to relate professionally to both internal and external clients.
- 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

- Formal degree level qualifications, or relevant post graduate qualifications, in event management or related discipline and/or significant experience in event management
- Experience in the hospitality and the event coordination industry
- Employee Victorian Working with Children and satisfactory Police Check
- A current Victorian Driver's Licence

### Highly desirable requirements

- Relevant industry and management experience as well as an understanding of current issues and developments in the Victorian TAFE system and the national VET sector
- 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
- Responsible Service of Alcohol (RSA)
- 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 2021
- Statements included in this Position Description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive.
- SWTAFE may alter this Position Description if and when the need arises to best suit the operation requirements of the position.
- 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	Kathy Hall	11/08/2022
Approved by	Department Executive Manager		
P&C review	People & Culture	General review	12/08/2022
Agreed by	Incumbent		