

## Mount Isa City Council Owned Enterprises Pty Ltd

### Position Description

<b>Role Title:</b>	Events Coordinator Mount Isa City Council Owned Enterprises Pty Ltd
<b>Reports To:</b>	General Manager
<b>Direct Reports:</b>	Team Leaders and Resources – Civic Centre Box Office, Bar Staff, Facilities

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#### Context

There are several venues incorporated in the Mount Isa City Council Owned Enterprises Pty Ltd (MICCOE):

**Outback at Isa** is a tourist attraction complex that includes the regions premier visitor attractions, Hard Times Mine, The Riversleigh Fossil Centre, The Isa Experience, and an accredited Visitor Information Centre. The complex also includes a Café and Retail offering and leased tenant spaces. It also provides additional venues for event hire and provides the catering services for all MICCOE entertainment venues and local businesses.

**Buchanan Park Events Complex** and the **Mount Isa Civic Centre** are the regions premier event venues catering to major annual events such as the Mount Isa Rodeo and Mount Isa Mining Expo in addition to hosting touring headline acts motorsport shows, local business meetings and conferences.

#### Role Purpose

The MICCOE Events Coordinator is responsible for the day to day, commercial operations of events management, ensuring they are delivered in a high-quality from conception through to completion, whilst always guaranteeing that the clients brief and expectations are met, and the business maintains a level of profitability.

The role manages the event management of all venues in the MICCOE group.

#### Key Responsibilities

Reporting to the General Manager, the following key responsibilities will form part of the overall performance expectations of the role:

- Contribute to the strategic and operational planning activities.
- Develop and implement operational plans with a planning horizon of between 1 and 2 years but focus on the day to day operations.
- Co-ordinating closely with the Visitor Services Manager, ensure that all events and activities of MICCOE are delivered within budget, are fully resourced and with exceptional food and beverage services relevant to the role's portfolio.

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- Develop, monitor and report on the operational budgetary components of the portfolio.
- Maintain appropriate stock levels and control on all beverage items for bar outlets.
- Manage customer experience feedback.
- Ensure appropriate standards, legislative and safety requirements are implemented, monitored, managed and reporting on.
- Ensure staff comply with all beverage handling and event safety procedures.
- Manage the Box Office, Ushers and volunteers for the Civic Centre, including resources, rosters, budget and service.
- Event Manage and coordinate services for the Civic Centre and Buchanan Park events, including budget, resources and services.
- Manage and co-ordinate the budget, requests, and facility cleaners.
- Manage the security requirements of the MICCOE events, including resources, budget and quality standards.
- Participate and represent MICCOE on local and regional tourism bodies when required;
- Liaise with the General Manager during contracts negotiations with third-party bodies in line with quality and procurement frameworks;
- Manage, analyse and acquit events and operational budgets against master budget;
- Manage the overall team performance;
- Reporting (as identified) to the General Manager and to the Board of Directors;
- Co-ordinate audit, quality, and accreditation activities.

### Key Performance Indicators

1. Business Operations	1.1 Identify revenue and business opportunities that will sustain the businesses for General Manager review 1.2 Proactively Implement and manage operational budgets for the relevant outlets and services in the portfolio 1.3 Proactively manage operating risks and issues
2. Promotion & Marketing	2.1 Provide key customer and visitor feedback during the development of the MICCOE marketing and tourism strategy development activities. 2.2 Implement and monitor customer and visitor feedback and plan to action where appropriate. 2.3 Engage with local customers, events organizers and business operators in order to develop and support the visitor base of the business
3. Leadership	3.1 Build a culture of service within the business 3.2 Manage effectively the resources required to provide excellent service for customers and visitors 3.3 Establish clear direction and objectives for your team, distributing work effective in a well-planned and organized manner.
4. Work, Health and Safety	4.1 Provide safety leadership 4.2 Drive ongoing effective management and operational use of the MICCOE WH&S Management system 4.3 Ensure ongoing education of resources in the WH&S system 4.4 Proactively manage hazards, risks and incidents within effective guidelines.



## **Mount Isa City Council Owned Enterprises Pty Ltd**

### **Role Competencies**

#### **Technical Skills and Commercial Acumen**

Has the technical knowledge and commercial acumen to do the job at a consistently high level.

#### **Communication**

Communicates with clarity and influence. Confidently presents messages, listens carefully to others and tailor's communication style to ensure that messages are communicated in a clear, concise, articulate manner.

#### **Visionary**

Has a strong operational focus, can see the way forward using strategic plans but can proactively provide continuous improvement to change the horizon.

#### **Customer Focused**

Can develop the customer base of the MICCOE and actively engage customers at a local and state level.

#### **Character, Integrity and Attitude**

Exemplifies personal drive and integrity. Always acts professionally and takes personal responsibility for meeting objectives and progressing work. Has resilience and maturity to handle different pressures. Has a 'can-do' attitude and is intuitive and perceptive.

#### **Selection Criteria**

You will need to demonstrate the following knowledge, skills and experience:

##### **Essential**

- Experience in events, guest services or operations management (including F&B operations, reservations, ticketing, guest services);
- Experience in developing and implementing operational plans, including resources and financial budgets for an array of events and venues;
- Experience in the provision of facilities management, including grounds maintenance and cleaning services;
- Demonstrated service excellence;
- Demonstrated project management skills and experience, including program planning, budget control, delivery and evaluation;
- Demonstrated ability to lead and mentor staff within a cross cultural work environment;
- First Aid Certificate (or the ability to obtain one).

##### **Additional Requirements**

- Valid Queensland driver's licence.

### **Organisational Positioning**

The above position description has been reviewed by the candidate/employee and is acknowledged as accepted as part of the requirements of the role. The position description stands alone and does not form part of the contract of employment.



## ***Mount Isa City Council Owned Enterprises Pty Ltd***

It is also acknowledged that the information contained herein, can, after consultation, be altered, added or changed in line with strategic, operational and business requirements.

Employee Signature:	Date:
Managing Director Signature:	Date: