Role Description
Events Coordinator

Cluster	Customer Service
Department/ Agency	Department of Customer Service
Division/ Branch/Unit	Customer, Delivery and Transformation / Brand, Digital and Communications / Stakeholder and Community Engagement
Classification/Grade/Band	Clerk Grade 5/6
Role Number	*(P&C will assign code)*
ANZSCO Code	99999
PCAT Code	1227183
Date of Approval	September 2019

Primary purpose of the role

Undertakes a range of project activities including event facilitation and the coordination of community, project and internal events for the organisation. The role also includes reporting, implementation and administrative activities to support the delivery of the stakeholder and community engagement function.

Key accountabilities

- Responsible for coordinating events/fundraising/hosted events for the organisation and agencies in the cluster
- Undertakes all aspects of planning an event, such as booking locations, general event logistics and liaising with the event location/function centre
- Actively participate and attend community engagement events when possible
- Managing branded merchandise and collateral ensuring it is maintained and stored appropriately
- Continuous development of toolkits, presentations and collateral to support front-line agencies to engage with their local community
- Develop and provide reports and metrics on a regular basis, including budget tracking, community engagement and lists, satisfactions scorecards and internal feedback about engagement activities
- Gather and collate information for, and prepare documentation and reports to provide accurate, timely and complete information which enables planning, review and continual improvement of services
- Liaise with media, social media and customer marketing functions to promote events and community engagement

Key challenges

- Delivering quality support and negotiating workable timeframes, given competing client demands and priorities, the need to address unforeseen issues, the high volume of work and the need to work independently
- Planning and managing the coordination of resources required for the delivery of multiple projects and events, including maintaining regularities, discipline, and following up on project activities

- Continually monitoring and reviewing processes, systems and procedures in relation to calendars and programs to develop practical and effective solutions given the complexity of the section's programs and the size and variability of the Department's work

Key relationships

Who	Why
Internal	
Community and Events Engagement Manager	• Escalate issues, keep informed, advise and receive instructions • Provide regular updates on projects, issues and priorities • Provide information, assistance and support where required, contributing to the success of the team's objectives and requirements
Events Team	• Support team members and work collaboratively to contribute to achieving the team's business outcomes • Participate in discussions and decisions regarding resolution of issues and implementation of innovation and best practice
Internal Customer/Stakeholders	• Develop strong relations with stakeholders in the Department of Customer Service, and work closely on events and community engagement activities • Engage with, consult, seek clarification and provide advice and responses to ensure the prompt resolution of issues
External	
External stakeholders, including communities, private and not-for-profit clients, partners, government, Industry / Associations, Peak Bodies, agencies	• Respond to queries, identify needs gather information, communicate services and redirect, escalate or resolve issues • Represent the Department of Customer Service effectively and exchange information • Establish professional networks and relationships to maintain currency of issues, share ideas and learnings, and collaborate on common responses to emerging and/or developing issues.
Industry Venders/Agencies/Events & Conference Centres	• Manage contacts, monitor the provision of services provided and ensure payments of services to venders in a timely manner • Contact to provide and gather information and resolve routine issues

Role dimensions

Decision making

This role has autonomy and makes decisions under their direct control as directed by their Team Leader/Manager and refers to the team Leader/Manager decisions that require significant change to outcomes or timeframes; are likely to escalate or require submission to a higher level of management. This role is accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes.

Reporting line

Manager, Community and Events Engagement

Direct reports

This role has no direct reports

NSW
GOVERNMENT

Budget/Expenditure

As per the Customer Service Delegations

Essential requirements

Nil

Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	**Capability Name**	**Level**
Personal Attributes	**Display Resilience and Courage**	**Intermediate**
	Act with Integrity	Intermediate
	Manage Self	**Intermediate**
	Value Diversity	Foundational
Relationships	**Communicate Effectively**	**Adept**
	Commit to Customer Service	**Intermediate**
	Work Collaboratively	Intermediate
	Influence and Negotiate	Foundational
Results	Deliver Results	Intermediate
	Plan and Prioritise	**Intermediate**
	Think and Solve Problems	**Intermediate**
	Demonstrate Accountability	Foundational
Business Enablers	Finance	Foundational
	Technology	Intermediate
	Procurement and Contract Management	Foundational
	Project Management	**Adept**

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes Display Resilience and Courage	Intermediate	• Be flexible and adaptable and respond quickly when situations change • Offer own opinion and raise challenging issues • Listen when ideas are challenged and respond in a reasonable way • Work through challenges • Stay calm and focused in the face of challenging situations
Personal Attributes Manage Self	Intermediate	• Adapt existing skills to new situations • Show commitment to achieving work goals • Show awareness of own strengths and areas for growth and develop and apply new skills • Seek feedback from colleagues and stakeholders • Maintain own motivation when tasks become difficult
Relationships Communicate Effectively	Adept	• Tailor communication to the audience • Clearly explain complex concepts and arguments to individuals and groups • Monitor own and others' non-verbal cues and adapt where necessary • Create opportunities for others to be heard • Actively listen to others and clarify own understanding • Write fluently in a range of styles and formats
Relationships Commit to Customer Service	Intermediate	• Support a culture of quality customer service in the organisation • Demonstrate a thorough knowledge of the services provided and relay to customers • Identify and respond quickly to customer needs • Consider customer service requirements and develop solutions to meet needs • Resolve complex customer issues and needs • Co-operate across work areas to improve outcomes for customers
Results Plan and Prioritise	Intermediate	• Understand the team/unit objectives and align operational activities accordingly • Initiate, and develop team goals and plans and use feedback to inform future planning • Respond proactively to changing circumstances and adjust plans and schedules when necessary • Consider the implications of immediate and longer term organisational issues and how these might impact on the achievement of team/unit goals • Accommodate and respond with initiative to changing priorities and operating environments
Results Think and Solve Problems	Intermediate	• Research and analyse information and make recommendations based on relevant evidence • Identify issues that may hinder completion of tasks and find appropriate solutions • Be willing to seek out input from others and share own ideas to achieve best outcomes • Identify ways to improve systems or processes which are used by the team/unit

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Business Enablers Project Management	Adept	• Prepare clear project proposals and define scope and goals in measurable terms • Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements • Prepare accurate estimates of costs and resources required for more complex projects • Communicate the project strategy and its expected benefits to others • Monitor the completion of project milestones against goals and initiate amendments where necessary • Evaluate progress and identify improvements to inform future projects