

Role Description

Event Coordinator – Temporary Events roles

Cluster	Department of Premier and Cabinet
Agency	Department of Premier and Cabinet
Division/Branch/Unit	Transformation Group / Partnerships and Engagement Branch/
Role number	
Classification/Grade/Band	Clerk Grade 5/6
ANZSCO Code	511112
PCAT Code	1119192
Date of Approval	
Agency Website	www.dpc.nsw.gov.au

Agency overview

The NSW Department of Premier and Cabinet (DPC) is the lead central agency in the NSW Government.

We support the Premier and the Special Minister of State, the Cabinet, Ministers and agencies by coordinating policies and services across government. We lead policy development, provide innovative ideas and support Government plans and projects.

For more information go to http://www.dpc.nsw.gov.au/about/about_the_department.

Primary purpose of the role/s

Provide specialist event skills and assist with the coordination of a range of event related activities

Roles could include one of the following:

- Assisting with operational and logistical support
- Assisting with program and event delivery
- Assisting with event production

Each role contribute to the delivery of professional, safe and high quality major NSW Government events that meet stakeholder requirements and comply with government procedures, legislative requirements and standards.

Key accountabilities

- Assist with the coordination of aspects of one of more of the following for allocated NSW Government special events: operations and logistics, programming and event management and/or production management.
- Assist with the briefing and coordination of contract event support staff and crew to ensure they are fully aware of and fulfil their roles in the staging of events.

- Assist with administration of budgeting, procurement, contracting, and preparation of event operation manuals and run sheets to support the successful and safe staging of large scale events and ceremonies.
- Contribute to risk management plans to facilitate the achievement of successful and safe special events.
- Assist with the coordination of the information required for public relations, media and marketing needs to support the effective marketing and promotion of large scale events.
- Ensure the delivery of professional, cost efficient, safe and high quality services that comply with government procedures, legislative requirements and standards.
- Develop and negotiate solutions to event related issues to manage risks to government.

Key challenges

- Work effectively in a high-volume work environment with competing priorities and deadlines which are often changing and unpredictable.

Key relationships

Who	Why
Internal	
Project Managers, Associate Director, Director, Executive Director	<ul style="list-style-type: none"> • Provide advice and undertake agreed project work activities to support the work of the team and the achievement of Branch objectives.
Work team	<ul style="list-style-type: none"> • Work collaboratively and exchange information
External	
Government agencies	<ul style="list-style-type: none"> • DPC works with agencies to ensure a consistent, whole of government approach
Event organisers	<ul style="list-style-type: none"> • Work collaboratively with event owners
Suppliers and contractors	<ul style="list-style-type: none"> • Organise suppliers and contractors to support events that are directly delivered by DPC

Role dimensions

Decision making

The decision making required of the position relates to:

- Day to day management of their own work priorities within agreed parameters and approved individual and team work plans.
- Providing information and advice to internal and external enquirers on relevant protocol, policies and procedures, referring to a supervisor any matters which fall outside of standard guidelines and practice.
- Decisions which are referred to a supervisor include any changes to project outcomes or timeframes, issues with the potential to escalate or create precedent, matters requiring a higher administrative or financial delegation or submission to a higher level of management

Reporting line

The Event Coordinator reports to the Senior Event Officer, Events.

Key knowledge and experience

- Experience in delivering large scale public events in a support role for one or more of the following:
 - Operations and logistics coordination (eg. accreditation, catering, logistics, volunteers, first aid and signage)
 - Program and event coordination (eg. event design, programming, artist coordination, stakeholder liaison, meetings and briefing documentation)
 - Production coordination (event site production and/or broadcast and technical production) (eg. audio, digital screens, broadcast overlay such as cameras and links, temporary structures, fencing, flooring, engineering consultation, CAD plans, production schedules and site management)

Capabilities for the role

The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.



The capabilities are separated into **focus capabilities** and **complementary capabilities**.


Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

FOCUS CAPABILITIES





Capability group/sets	Capability name	Behavioural indicators	Level
 Personal Attributes	Act with Integrity Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none"> • Represent the organisation in an honest, ethical and professional way • Support a culture of integrity and professionalism • Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct • Recognise and report misconduct and illegal and inappropriate behaviour • Report and manage apparent conflicts of interest and encourage others to do so 	Intermediate
	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none"> • Focus on key points and speak in plain English • Clearly explain and present ideas and arguments • Listen to others to gain an understanding and ask appropriate, respectful questions • Promote the use of inclusive language and assist others to adjust where necessary • Monitor own and others' non-verbal cues and adapt where necessary • Write and prepare material that is well structured and easy to follow • Communicate routine technical information clearly 	Intermediate
 Relationships	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none"> • Focus on providing a positive customer experience • Support a customer-focused culture in the organisation • Demonstrate a thorough knowledge of the services provided and relay this knowledge 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 • Cooperate across work areas to improve outcomes for customers 	Intermediate
	Plan and Prioritise Plan to achieve priority outcomes and respond flexibly to changing circumstances	<ul style="list-style-type: none"> • Understand the team and 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 	Intermediate

	<ul style="list-style-type: none"> Consider the implications of immediate and longer-term organisational issues and how these might affect the achievement of team and unit goals <p>Accommodate and respond with initiative to changing priorities and operating environments</p>	
Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	<ul style="list-style-type: none"> Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience Seek contributions and ideas from people with diverse backgrounds and experience Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness Identify and share business process improvements to enhance effectiveness 	Adept
 Project Management Understand and apply effective planning, coordination and control methods	<ul style="list-style-type: none"> Perform basic research and analysis to inform and support the achievement of project deliverables Contribute to developing project documentation and resource estimates Contribute to reviews of progress, outcomes and future improvements <p>Identify and escalate possible variances from project plans</p>	Intermediate

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

COMPLEMENTARY CAPABILITIES			
Capability group/sets	Capability name	Description	Level
 Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
 Relationships	Work Collaboratively	Collaborate with others and value their contribution	Foundational
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
 Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Intermediate
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Foundational
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate