

Position Title	Planning and Events Supervisor
Status	Full time
Employment Agreement	SCEC Pty Ltd Certified Agreement 2022
Classification Level	Level 2
Department	Event Operations
Version	V1
Effective Date	June 2025

## THE EVENTS CENTRE

Operated by the Sunshine Coast Events Centre Pty Ltd, The Events Centre is the leading performing arts centre on the Sunshine Coast and hosts a range of entertainment and cultural events, meetings and conferences, delivering great experiences for the local community and visitors.

## VALUES AND BEHAVIOURS

The Events Centre aspires to be a values-driven organisation. In a values-driven culture, we find alignment between personal values and the organisation's values, creating a unified and motivated team. Our values represent what we, as a collective, care about. Using them to guide our behaviours is critical to ensuring that we are working together and aligned to our purpose.



### INTEGRITY

- Holding ourselves and each other accountable to be honest and fair.
- Communicating in an authentic and transparent manner.
- Behaving in accordance with our stated values, the code of conduct and the standards expressed in our policies and procedures.
- Acting without consideration of personal gain, making decisions in the best interests of the organisation and with consideration of the needs of others.
- Addressing behaviour which falls short of our standards and supporting others to do the same.



### EXCELLENCE

- We are professional in all aspects of our work.
- Celebrating the people and teams that show perseverance, commitment, appropriate risk-taking and achieve great results (no matter how small or large).
- Driving improvement from a foundation of continued learning and proficiency of skills.
- Accepting responsibility for mistakes and learning from them.
- Reducing the burden on our teammates by honouring our commitments, and by doing our work professionally and on time.



### COLLABORATION

- Generously pitching in to support each other and the organisation, participating in organisational activities.
- Actively listening to and taking an interest in the views, expertise and feelings of others.
- Encouraging active challenge of assumptions, exploring competing views through reasoned and robust debate.
- Advocating for diversity and inclusion as a strength in building effective teams.
- Actively building trust and partnerships with and between individuals, teams and stakeholders.



### INNOVATION

- Being open to change and flexible in approach.
- Demonstrating an experimental mindset, taking appropriate risks and exploring new ways of doing things.
- Showing energy and drive to pursue new opportunities and challenge the status quo.
- Thinking creatively and sharing ideas for improvement.
- Rewarding innovation and initiative.



### POSITIVITY

- Communicating with each other in a positive, friendly, constructive and professional manner.
- Acting for the betterment of the whole organisation by supporting the vision, not division.
- Creating an enabling work environment in which everybody may speak openly, honestly and without fear of retribution.
- Welcoming new ideas and new people.
- Demonstrating a "can do" attitude.
- Encouraging healthy work practices that support good mental health.

## ABOUT THE ROLE

The Event Operations Department is The Events Centre's front line for customer service and is known for friendliness and high-quality service. The role of the Planning and Events Supervisor is twofold:

1. To assist in the efficient and effective planning and delivery of functions and catered events.
2. To act as a Food and Beverage Supervisor on both events and performances.

The role will be roster based, and you will need to be flexible with available hours to accommodate both event planning and supervisory activities, dependent upon the business needs.

## KEY RESPONSIBILITIES

### Event Planning

- Deliver effective scheduling, quoting, contracting, coordination, reconciliation and reporting of business, internal and non-ticketed events to high standards, within resource constraints.
- Develop all related event documentation, including, floor plans, task-lists, running-sheets, risk management and post event summaries for all events.
- Work with the Sales Executive in converting opportunities to sales by providing accurate availability and pricing information.
- In liaison with the team, make sure the venue's booking event management system (EventPro) is accurate and regularly maintained so that all stakeholders have a central reference point, and to maximise venue occupancy.
- Liaise between internal service providers to ensure all aspects of each event is confirmed and delivered in a timely manner.
- Provide post-events analysis and participant's feedback and incorporate learning into future plans.
- Manage the client relationship through the event delivery process from enquiry to final reconciliation, enhancing the customer experience to ensure a seamless, professional experience and a high level of customer service.

### F&B Supervision

- Assist the with stock takes, banking and developing internal standards, checklists and any other relevant policies and procedures required in the Event Operations department.
- Support the Event Operations Manager in the positive day-to-day guidance, training and mentoring of the event staff to facilitate appropriate teamwork and communication outcomes.
- Proactively assist in set-up and clean-up activities that make the venue as attractive and welcoming to patrons as possible.
- Be alert to safety and security issues, take action to promptly address and report any issues as they arise, to ensure safety of self, patrons, staff and volunteers.
- Accomplish a level of service quality which consistently exceeds the expectations of patrons, guests, and customers of the Centre.

*NOTE: An employee may be directed to carry out such duties as are within the limits of the employee's skill, competence and training.*

## REPORTING

Department Manager:	Event Operations Manager
Direct report F&B Supervision:	Assistant Event Operations Manager
Direct report Event Planning:	Event Operations Manager
Supervision:	Event Attendants, Sub-contracted staff

## SELECTION CRITERIA

### Essential

- Demonstrated history of supervision and customer service in an events, hospitality or conference environment.
- Proven people skills, including experience in successfully building strong relationships with a wide variety of stakeholders.
- Proven event planning experience with strong project management skills for planning and delivering multiple events simultaneously.
- High level of written communication and interpersonal skills including the ability to liaise, negotiate and consult with a broad range of stakeholders and clients.
- Ability to successfully work independently and as part of a team in a high pressure, deadline-driven environment.
- Competence in Outlook, Word, Excel and other relevant software.
- Current Responsible Service of Alcohol certificate
- This position requires a valid National Police Certificate

### Desirable

- Responsible Management of Licensed Venues accreditation.

## ACKNOWLEDGEMENT

### Position: Planning & Events Supervisor

I, ....., accept the position description as outlined above. I have been given an opportunity to ask questions about the contents and I understand the terms and conditions outlined in this document.

..... Date: ...../...../.....

**Signature of Employee**