



POSITION DESCRIPTION

Position	Event Coordinator
Department	Operations & Experience
Agreement	<u>Geelong Arts Centre Enterprise Agreement 2021-2024</u> and its successors
Award classification	Administration Grade 4.1
Remuneration	\$88,800 pa, plus 12% superannuation
Terms of engagement	12-month fixed term in a full time (1.0 FTE) capacity
Work location	Geelong Arts Centre, 50 Little Malop Street, Geelong Costa Hall, Deakin University Waterfront Campus, Geelong
Date reviewed	July 2025
Approved by	Chief Executive Officer & Creative Director

ABOUT GEELONG ARTS CENTRE

We are at the creative heart of Geelong, serving as a vital artery that connects creative industries with community, bridging local stories with global thinking to deliver extraordinary experiences. As a key State cultural organization - uniquely positioned as the only regional agency of our kind - we combine high-calibre productions with deep local accessibility, creating a space where community members can be on stage one night and in the audience the next.

Through our programming spanning performance, education, commercial productions and creative development, we nurture both established and emerging artists while celebrating the diverse voices of our community. Our recently completed \$140m Little Malop Street Redevelopment marks an exciting evolution in our journey, expanding our capacity to serve as a creative hub that is profoundly local yet globally relevant. From our innovative Creative Engine initiatives supporting local artists to our dynamic performance seasons and commitment to First Nations voices, we stand as a beacon for artistic excellence and cultural connection in the G21 region.

OUR PEOPLE

At Geelong Arts Centre, our team embodies four core values that drive everything we do. We are bold in our approach, embracing the freedom to challenge boundaries and think differently. Our welcoming spirit is reflected in genuine smiles that celebrate inclusiveness and our shared passion for creativity. We stay deeply connected by proactively engaging with arts and wider communities, facilitating meaningful exchange of ideas that enrich our cultural landscape.

Working as an ensemble, we value every team member's unique contribution as we strive toward our common purpose. This collaborative spirit extends to our commitment to professional development - we invest in structured learning pathways that help our people grow their skills and advance their careers. By bringing together diverse backgrounds, perspectives and experiences, we create an environment where creativity thrives and extraordinary cultural experiences come to life. Together, we're building a vibrant hub that connects global ideas with local stories and nurtures the artistic heart of our region.

See more in our [Strategic Plan](#).



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RELATIONSHIPS

Reports to	Experience Manager
Supervises	The role includes supervisory responsibilities overseeing the day-to-day prioritisation and coordination of workloads within the experience team.
Internal Relationships	CEO & Creative Director, Directors, People Leaders, Managers, Centre staff.
External Relationships	Contractors and consultants, community stakeholders, prospective staff, external hirers and service providers.

POSITION OVERVIEW

The Event Coordinator oversees the planning and execution of specialty events, with a focus on delivering catered experiences at Geelong Arts Centre. This dynamic position encompasses the full event lifecycle from initial client inquiry and quotation development through to event completion, settlement, and closure, ensuring exceptional customer experiences while maintaining operational excellence and financial accountability.

As the primary liaison between clients and the venue, the Event Coordinator serves as both advocate and strategic partner, understanding client visions and translating them into memorable events that maximise the unique capabilities of Geelong Arts Centre. The role requires a sophisticated understanding of event logistics, catering operations, and venue management, combined with strong business acumen to develop competitive catering quotations.

This lead role requires a creative, business-driven mindset with the ability to foster strong relationships with clients. This position demands exceptional organisational skills and the ability to orchestrate multiple moving parts simultaneously, from coordinating with internal teams to managing client expectations and ensuring seamless event execution. The Event Coordinator must balance creativity with commercial reality, working within operational constraints while delivering innovative solutions that deliver the client's expectations and vision.

The role operates with significant autonomy, requiring sound judgment to navigate competing demands of various stakeholders which include clients, venue management, service providers, and regulatory requirements. Success in this position requires both strategic thinking for long-term relationship building and tactical execution for flawless event delivery, all while maintaining the reputation and financial interests of Geelong Arts Centre.

PRIMARY RESPONSIBILITIES

People and teams

- Coordinate with catering teams, presenter services, technical staff, security, and other service providers to ensure seamless event delivery.
- Maintain cooperative and effective working relationships across the Centre.
- Be an active member of the Operations & Experience team including attendance at team meetings and training.

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Event Planning & Coordination

- Participate in the planning and lead the delivery of specialty events, with particular emphasis on catering requirements and food service coordination.
- Assess Front of House event requirements and develop comprehensive event plans that align with client objectives and venue capabilities.
- Participate in all aspects of event logistics including venue setup, catering arrangements, equipment needs, and service provider management.
- Perform room set-up, including hospitality, furniture and equipment requirements for functions.
- Manage competing demands and conflicting requirements using sound judgment and diplomatic communication.

Client Relationship Management

- Serve as one of the primary points of contact for catering clients throughout the entire event journey, from initial inquiry to post-event settlement.
- Coordinate with catering teams, presenter services, technical staff, security, and other service providers to ensure seamless event delivery.
- Develop and present detailed quotations for Front of House service events and catering services.
- Advocate for client needs while balancing the interests of Geelong Arts Centre and various stakeholders.
- Maintain ongoing communication with clients to ensure expectations are met and exceeded.
- Represent Geelong Arts Centre's interests in all external relationships while maintaining positive client partnerships.

Financial Management

- Prepare accurate cost estimates and comprehensive quotations for Front of House service events and catering services
- Monitor event Front of House budgets throughout the planning and delivery process to ensure financial targets are achieved.
- Contribute to planning, implementation and reconciliation of Experience budgets, report generation and data analysis.

Operational Excellence

- Oversee resource allocation including personnel, equipment, facilities, and services to optimise event outcomes.
- Decide on day-to-day operational issues while escalating significant risks to management.
- Conduct thorough event assessments and implement continuous improvement initiatives.
- Ensure compliance with health and safety regulations, particularly in relation to catering and food service standards.



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- Operate and maintain the venue booking system Elite on behalf of the Experience team, ensuring accurate and timely updates of all event bookings, Front of House Operations and catering information.
- Process FOH booking amendments, in the Elite system to maintain data integrity and operational efficiency

Risk Management

- Identify and assess potential risks to event success and implement appropriate mitigation strategies.
- Escalate matters with significant operational, financial, or reputational impact to the Director Operations & Experience.
- Maintain comprehensive documentation for all events to support accountability and future planning.

Values, Governance, Safety & Risk Management

The incumbent shall carry out their duties in accordance with legislative and governance requirements, Centre policies, procedures and practices, safety principles, code of conduct for Victorian public sector employees, and Victorian Public Sector Values.

Commitment to Health and Safety

- All staff are responsible for the reasonable care for their own health and safety and that of other people who may be affected by their conduct.
- Geelong Arts Centre is committed to providing a workplace that protects the physical and mental health, safety and wellbeing of our people, visitors and others who work for and with us. Our leadership is critical to promoting a safety culture that is inclusive, supportive, adaptive and free from harassment, discrimination and bullying and achieves positive safety outcomes for our people. Our executive and people leaders are responsible for providing and maintaining a safe and mentally healthy workplace culture where we take care of each other through supporting and providing a work environment where safety is prioritised.

Undertake other duties or projects as reasonably requested.

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SELECTION CRITERIA

Essential qualifications and experience

To be successful in this position, you will have:

- A Bachelor's qualification in event management or other relevant discipline, or an equivalent combination of relevant education and experience in theatre and/or event management.
- At least 3 years experience in hospitality event management.
- Proven track record in event planning and facilitation, including experience in managing multiple events simultaneously.
- Excellent organisational, communication, negotiating, and prioritising skills.
- Experience in developing, influencing, and maintaining professional relationships with internal and external stakeholders in a multi-venue, multi-hirer performing arts environment.
- Ability to remain calm under pressure, anticipate and manage competing stakeholder needs and maintain a customer-service mindset.
- Advanced computer skills including proficiency in event management systems.
- Outstanding attention to detail and project management skills for managing multiple events simultaneously, meeting strict deadlines and forward planning while maintaining an overview of the integration of event projects with interconnected activity.

Desirable qualifications and experience

- Knowledge and awareness of the Arts environment, current trends, issues, and the economic climate.

Special requirements

- Flexibility in working hours to support daytime, evening, and some weekend work will be required as part of the normal hours of duty for this position.
- In conjunction with other Centre staff, this role provides an out-of-hours on-call service where unforeseen circumstances require an immediate response. On-site attendance may be necessary. This includes evenings, weekends and public holidays.
- Physical agility and manual handling are intrinsic requirement of this role. This includes: arrangement of tables and chairs, clearing of crockery and glasses, restocking of bar and fridges, ability to see in low light, walking and using stairs, standing for extended periods, manual handling and some lifting.
- The following checks, licences and certifications are required for this role:
 - Working with Children's Check (employee)
 - First Aid Level 2 certificate
 - Responsible Service of Alcohol (RSA) certificate
 - Food Safety Training certificate
 - Victorian driver's licence (advising any qualifications, conditions or restrictions)

The employee must provide evidence that they hold current certifications prior to commencing employment with Geelong Arts Centre. The employee must maintain currency of these checks, licences and certifications for the duration of their employment with Geelong Arts Centre.

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CAPABILITIES

Demonstrable behaviour, skills, knowledge and abilities in the following core capabilities:

Communicating with influence	Engages and energises others through confident and persuasive communication; confidently conveys ideas and information with clarity, understands and meets the needs of target audiences (i.e. the right information to the right people), welcomes constructive feedback and sees things from others' points of view and confirms understanding.
Collaboration	Proactively supports working together, shares ideas and provides constructive feedback; respects and values others; encourages camaraderie, cohesiveness and connectedness.
Service culture	A people first attitude; considers others' perspectives in making decisions and providing consistent quality advice and service; offers solutions and strategies that best serve the stakeholder's needs.
Conceptual and analytical ability	Observes fine details, seeks all relevant information for problem-solving, identifies gaps in and looks for logical sequences of information, uses analytical and conceptual skills to reason through problems and identifies and proposes workable solutions to problems.
Relationship building and teamwork	Establishes and maintains relationships with people at all levels, forges useful partnerships with people across business areas, functions and organisations, builds trust through consistent actions, values and communications, cooperates and works well with other in the pursuit of team goals, collaborates and shares information and accommodates and works well with the different working styles of others.

DISCLAIMER

It is not the intention of the position description to limit the scope or accountabilities of the position. Its purpose is to provide an outline of scope and responsibilities, at a point in time. The scope of the role may be altered from time to time in accordance with changing business requirements.

INSTRUCTIONS TO APPLICANTS

To apply for this role please use the [Careers](#) page of our website. To be considered for this opportunity, candidates must address the **Selection Criteria and Capabilities** requirements and follow the instructions on the Geelong Arts Centre website.