

POSITION DESCRIPTION

POSITION: Event Coordinator	
DIRECTORATE: City Planning and Communities	GROUP: Events, Sport and Cultural Services
SECTION: Stadium and Major Events	REPORTS TO: Team Leader Event Operators
GRADE: H	EMPLOYMENT TYPE: Fulltime
HOURS/WEEK: 35	POSITION No.: 718, 719,720
DATE: August 2025	

OUR VISION

“Empowering the community and visitors to enjoy and grow our opportunities”.

OUR VALUES

We ensure that our Values are the foundation for everything we do.



iNnovate

Challenge the status quo in search of better outcomes.



Collaborate

Seek to understand different perspectives to problem solving.



Accountable

Take ownership and have the courage to call things out.



Respect

Mutual respect. No time for disrespect.



Empowering

Here to make a difference.

THE DIRECTORATE

The City Planning and Communities Directorate is focused on planning and providing for a thriving and vibrant regional city with active, connected and engaged communities. The Directorate is responsible for delivering our sporting and cultural facilities, along with providing strong land use planning frameworks to support appropriate development and building activity across the City.



THE GROUP

Our Events, Sports & Cultural Services Group ensures the effective delivery of community focused functions, including library, museum, gallery and theatre facilities, as well as pool and lifeguard services, whilst delivering high quality local, state and international events including the management of the City's sporting facilities.

POSITION OBJECTIVES

To coordinate the planning and delivery of events for the City of Coffs Harbour, including major events, civic events, and bookings at key venues such as C.ex Coffs International Stadium, Wiigulga Sports Complex, the Coffs Coast Sport and Leisure Park, and Hub2. The role provides operational expertise, guidance, and support to internal and external event stakeholders to ensure best practice event and venue management. This includes facilitating effective stakeholder engagement to support the successful delivery of events and activities across the Coffs Coast.

KEY ACCOUNTABILITIES

Work Health & Safety (WHS)

Contribute to a safe working environment by:

- Demonstrating safe work place practices and behaviours and encouraging others to do the same.
- Reporting all incidents, near misses and hazards in accordance with the City's processes.
- Taking reasonable care for own health and safety and the health and safety of others in the workplace.
- Participate and contribute in WHS training and consultation as required and be supportive of the implementation and development of safe work practices.
- Compliance at all times with statutory and regulatory requirements and Australian Standards.

Customer Service

Promote a positive and professional image of the City through:

- Creating and maintaining good relationships with the Community and our stakeholder customers.
- Taking the time to understand the needs of customers and their expectations.
- Provision of clear, accurate and timely technical and general advice to Council, management, stakeholders and clients.
- Following up on both positive and negative feedback received.
- Considering customer service in all aspects of their duties.
- Continuously looking for ways to improve the level of customer service you deliver.

Community Engagement

Committed to active and appropriate engagement processes guided by the principles of:

- Informing – Giving information to the community where instructed.
- Consulting – Obtaining community feedback when requested.
- Involvement – Engaging directly with the community as directed.
- Partnership – Partnering with the community to create solutions.
- Enabling – Placing final decision making in the hands of the community and City of Coffs Harbour management



Learning and Development (L&D)

Support the City of Coffs Harbour as a high performance organisation by:

- Participating in strategic learning and development initiatives.
- Undertake and participate in L&D initiatives that directly enhance and/or improve individual performance and contribute to the City's effectiveness.
- Take individual responsibility for own learning and engage in professional development.
- Participate in learning and development activities in accordance with the City's Training plan.
- Work collaboratively with the other staff to identify training needs and appropriate solutions.

Sustainability

- Consider the interconnections between economy, society and environment and ensure sustainability.
- Incorporate the City's Sustainability Policy and Climate Change Policy into daily operations whilst applying appropriate environmental laws and the management of cultural diversity in controlling the risk of serious or irreversible impacts on the environment, society and heritage values.

Continuous Improvement

- Supporting staff and the leadership team in the implementation of new and improved business processes.
- Support organisational initiatives including business and cultural change programs that progress the organisation towards the desired state.

Organisation Support

- Support the leadership and management by:
 - Embracing the organisations vision and values, so that they are demonstrated through behaviours, actions and attitudes.
 - Ensuring all appropriate City Policies and Procedures relating to employment, including Equal Employment Opportunity, Code of Conduct and Fraud & Corruption.
 - Ensuring the WHS responsibilities of the role are undertaken in accordance with the City WHS Responsibilities Statement, WHS legislation and other City Policies and Procedures regarding WHS.
 - Ensuring business records are maintained accurately and on time, in accordance with the City's Records Management Policy.
 - Providing valued team contribution, coupled with performance and behaviours consistent with a positive and productive work environment.

KEY AREAS OF RESPONSIBILITY

- Coordinate a broad range of events for the City, including:
 - Events and bookings at C.ox Coffs International Stadium, Coffs Coast Sport and Leisure Park Precinct, and Wiigulga Sporting Complex
 - Major, civic, business, and third-party events
 - Other events as required
- Manage all aspects of event delivery, including:
 - Planning, set-up, and on-site operations
 - Food and beverage, ground preparation, and service provision (security, first aid, parking, transport, traffic management)
 - Risk management, invoicing, and financial reconciliation
 - Post-event debriefs and future planning
- Coordinate client, stakeholder, supplier, and subcontractor engagement, including customer service, sponsorship, and commercial management.
- Develop and manage event-related documentation, including project briefs, approvals, agreements, event plans, timelines, purchase orders, invoicing, consents, and debriefs, ensuring accurate record-keeping in ECM.
- Prepare and manage staff and volunteer rosters to ensure adequate City representation before, during, and after events.
- Provide advice and support to internal and external event organisers, and deliver initiatives to build community capacity in sustainable event management using City frameworks.
- Conduct facility inspections before and after events, record maintenance requirements, and ensure venues remain to the highest standard.
- Contribute to the implementation of the City's event strategies, policies, and frameworks.
- Assist with event bid documentation, funding proposals, and representation on committees, planning groups, and local associations.
- Support the Stadium and Major Events team in achieving group objectives
- Undertake other tasks/duties as directed by your leader – that are within the skills, capability and training of the employee.

KEY RELATIONSHIPS

Internal

- Section Leader Stadium and Major Events
- Team Leader Event Operations
- Stadium and Major Events Staff
- City of Coffs Harbour Leadership team
- City staff.

External

- Event organisers and owners
- Members of the public.

OTHER POSITION REQUIREMENTS

- Based on a 35 hour week, the ordinary hours of work will generally be between 5:00 and 23:00 Monday to Sunday. Actual start and finish times within this span will be arranged with your People Leader. Ordinary hours worked outside this span as agreed will attract the appropriate shift penalty in accordance with the Award and the City's procedures. Shift penalties in accordance with the Award will apply for ordinary hours worked at the following times:
 - Weekdays outside of 05:00 - 23:00 shift penalty 20%
 - Saturday shift penalty 25%
 - Sunday shift penalty 50%.
- Flex time may be available in accordance with City procedures.
- Work may be required to be undertaken outside of ordinary working hours as agreed with your People Leader. Payment will be in accordance with the Award and the City's Enterprise Agreement (EA).
- This position is delegated with certain powers, authorities, duties and functions under the City's Delegations of Authority in accordance with the Local Government Act.
- This position will be provided with the following vaccinations:
 - Hepatitis A, B, C
 - Tetanus
- This position is flexibly located across Stadium and Major Events managed venues and Yarrila Place with the requirement to attend and/or work at other sites/locations having regard to the nature of the role.
- This position may on occasions be required to work outside of the City area for extended periods. Appropriate allowances or reimbursement will be provided.
- This position involves working indoor and/or outdoor, along with computer work. The position requires a moderate level of aerobic and physical fitness to undertake regular physical activities such as walking, lifting, pulling, pushing along with the capacity to maintain normal manual handling tasks across the work day – depending on the nature of the tasks undertaken. Appropriate WHS standards will be applied for all manual handling activity. A full functional and medical assessment is required for this position.

QUALIFICATIONS/LICENCES/EXPERIENCE

Essential

- Tertiary qualifications in Event Management, Tourism Management or equivalent
- Significant and well-established experience in successfully coordinating events in at least one of the following: sporting, major, civic or commercial
- Current Class C Drivers Licence.

Desirable

- Responsible Service of Alcohol (RSA)
- First Aid (or willingness to obtain)
- Forklift Licence (LF)
- National Construction Industry Induction (Whitecard).

CAPABILITIES

- Proven team player with a collaborative approach to delivering diverse services and events.
- Highly developed communication skills across a range of channels and audiences.
- Extensive experience in planning, delivering, and evaluating events.
- Advanced knowledge of multiple technology platforms, including project scheduling, financial management, presentation tools, and associated software.
- Strong commitment to excellence in customer relationship management.
- Proven ability to coordinate multiple tasks, events, and projects simultaneously.
- Demonstrated expertise in building and maintaining effective stakeholder relationships.

**Position Demands Analysis
Event Coordinator**

EXPOSURE RATING TABLE					
No exposure	Low Exposure		Medium Exposure		High Exposure
0 hrs daily	0-2 hrs daily		2-4 hrs daily		4-8 hrs daily
0	1		2		3
PHYSICAL REQUIREMENTS					
All lifting to be undertaken using effective risk based manual handling techniques					
Sedentary work Lifting 0 - 4.5kg	1	Elevating arms above shoulder height	1	Climbing to access / exit excavations	0
Light work Lifting 4.5 - 9.1kg	1	Extend arms for reaching	1	Kneeling for extended periods	0
Medium work Lifting 9.1 - 22.7kg	0	Sitting for extended periods	3	Crawling	0
Heavy work lifting 22.7 - 45.5kg	0	Standing for extended periods	1	Balancing	0
Repetitive Lifting	0	Walking for extended periods	2	Hearing above background noise	1
Pulling Loads > 5kg	1	Walking on uneven ground	1	Depth perception	0
Pushing loads > 5kg	1	Frequent bending / stooping	0	Colour vision	0
Lifting with trunk twisting	1	Shovelling / digging	0	Fine manipulation	0
		Throwing	0		
USE OF PERSONAL PROTECTIVE EQUIPMENT					
Safety boots / shoes	1	Dust Mask / Respirator	0	Reflective vest	1
Hard hat	1	Protective eyewear	0	Breathing Apparatus (BA)	0
Ear plugs / muffs	0	Gloves	0		
EXPOSURES					
CHEMICALS		CHEMICAL NAME/TYPE		BIOLOGICAL	
Dusts	0			Odours / Mists / Fumes	0
Liquids	0			Possible exposure to sharps	0
Herbicide spraying	0			Possible exposure Q Fever	0
Pesticide spraying	0			Possible exposure to Tetanus	1
Gases / Vapours	0			Possible exposure to Hepatitis A, B, C	1
Working with solvents	0			Possible exposure to blood / bodily fluids	1
				Possible exposure to plant pathogens	0
PHYSICAL/PSYCHOLOGICAL					
Inside work	3	Working near machinery	1	Slippery surfaces	1
Outside work	2	Operating machinery	1	Low light areas	0
Confined spaces	0	Vibration	0	Shift work	0
Working alone	0	Working at heights	0	Use of computer for screen-based activities	3
Working with hot substances	0	High Temperatures > 38 degrees	1	Prolonged Driving (periods > 2hrs)	0
Working with cold substances	0	Low Temperatures < 3 degrees	0	Violence/aggression from customers	1
Noisy work areas	1	Fatigue	1	Violence/aggression from animals / wildlife	0