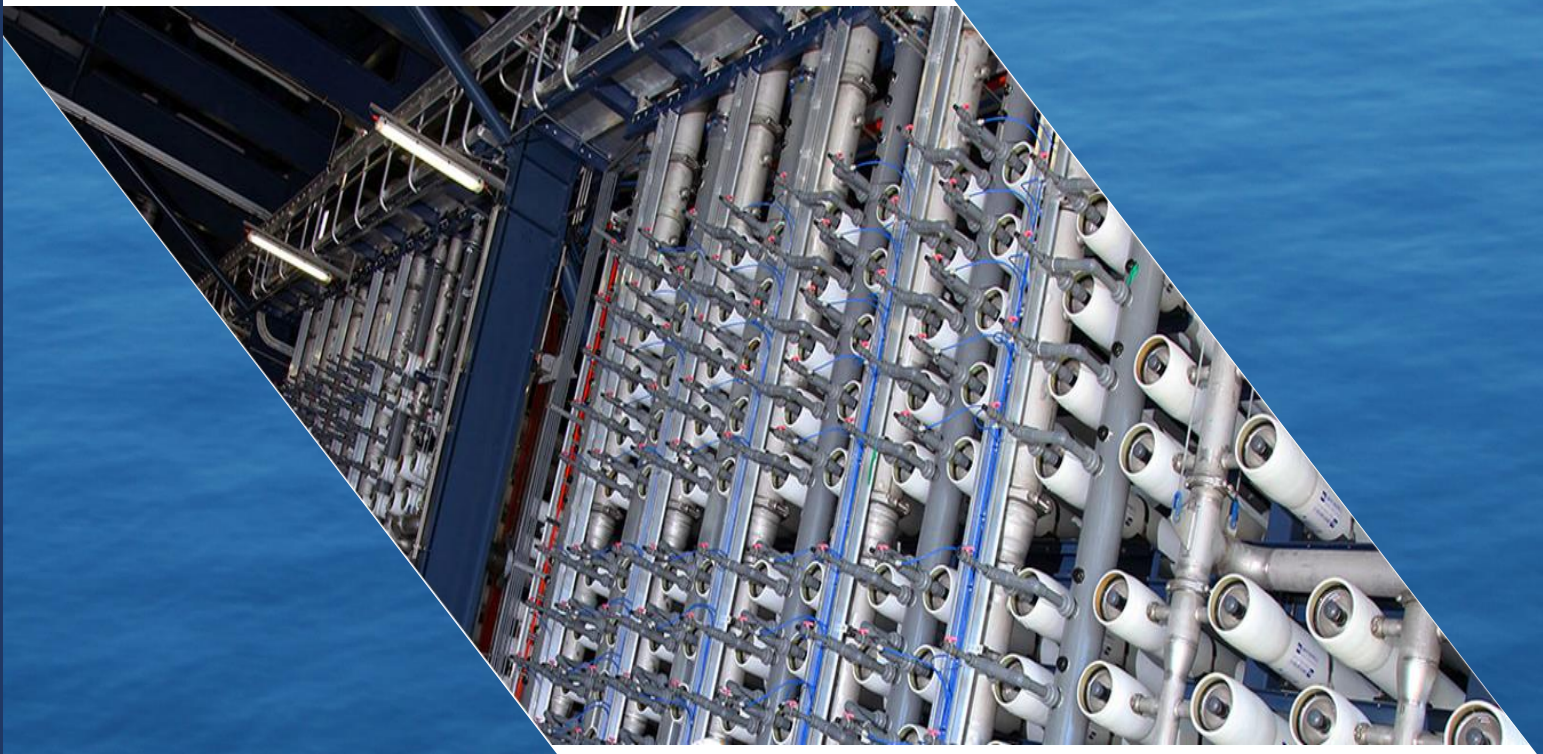




POSITION DESCRIPTION

EVENTS COORDINATOR



COMMUNICATE | ENCOURAGE | PROTECT | NETWORK | ENGAGE

**WATER
INDUSTRY
OPERATORS
ASSOCIATION**
of Australia

SEPTEMBER 2022

ABOUT WIOA

The Water Industry Operators Association of Australia (WIOA) is the national Peak Body for people in operational roles in the water industry. The Association has over 4,300 public and private sector members, and produces several publications, develops technical resources, and conducts conferences, exhibitions, seminars and other events focused on operators, annually.

ASSOCIATION OBJECTIVES

- ✓ Promoting standards of education and training to ensure efficiency and competency of members;
- ✓ Preservation of clean waterways and protection of Public Health and the environment; and
- ✓ Accumulation and distribution of information on all aspects of the water industry.

ORGANISATIONAL VALUES



INTEGRITY



BEING SAFE



**PROFESSIONALISM
& CONSISTENCY**



**INNOVATION &
SUSTAINABILITY**



**RECOGNITION OF
ACHIEVEMENTS**

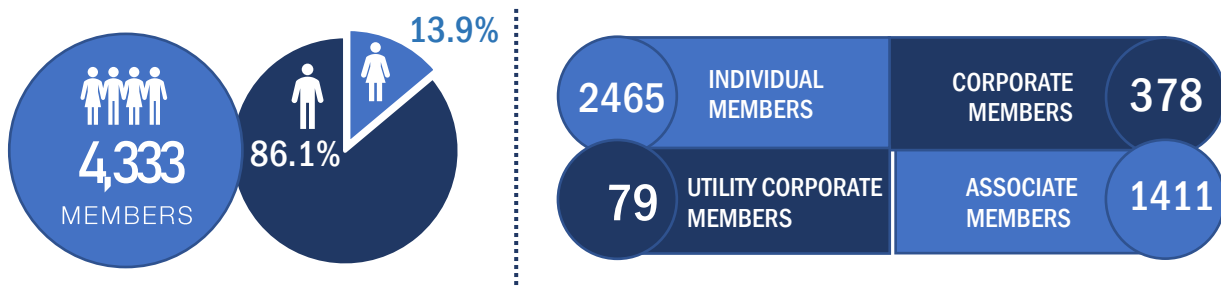


**OPEN, HONEST & TIMELY
COMMUNICATION**



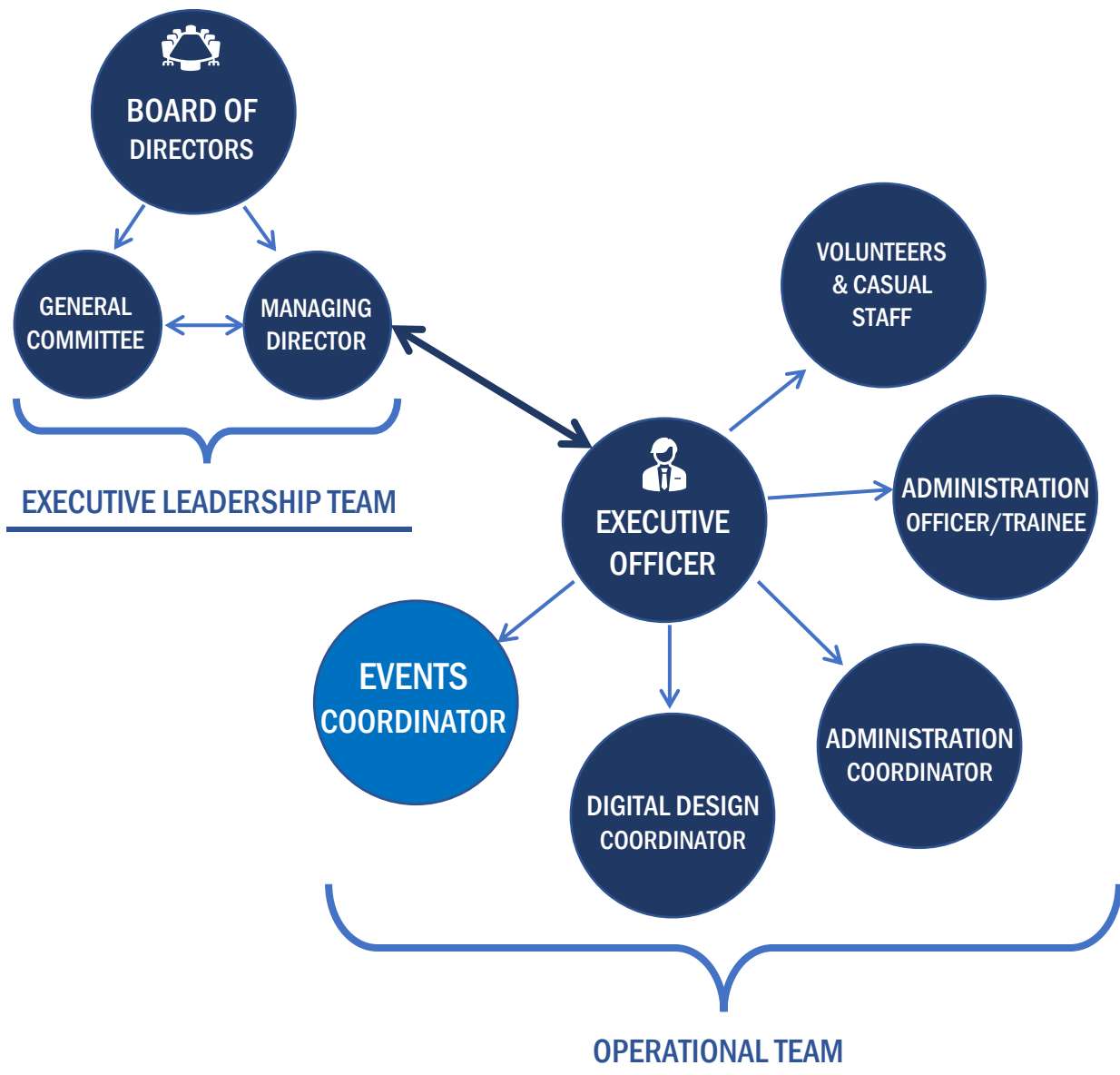
**SUPPORTIVE BEHAVIOUR
& RESPECT**

MEMBERSHIP DEMOGRAPHICS**



***2022 Figures.*

ANTICIPATED ORGANISATIONAL STRUCTURE & RELATIONSHIPS



POSITION DETAILS

Employment Type	Permanent Full Time
Reporting To	Executive Officer
Direct Reports	0
Remuneration	\$65k - \$75k negotiable based on skills and experience

Reporting directly to the Executive Officer (EO), the Events Coordinator will have responsibility for coordinating the events of the Association across the country including conferences, exhibitions, seminars, webinars, tours, programs and charity events. The flat operational structure is designed to support collaboration, accountability and communication.

POSITION SUMMARY

The primary purpose of the **Events Coordinator** position is to coordinate and oversee the management of all WIOA's in-person and online events around the country in line with WIOA's constituted goals and strategic vision, mission and objectives.

PRIORITY FUNCTIONS

- Map out annual events schedules 12 months in advance.
- Identify appropriate service providers for each face-to-face event and negotiate hire contracts, including venue hire and catering services.
- Work closely with the Digital Design Coordinator to facilitate website, marketing and promotional updates for upcoming events.
- Coordinate event registration processes including monitoring payments using both offline and online systems.
- Assist with the development of event budgets and work within those parameters, reporting on progress regularly to the EO.
- Work closely with the EO to identify and support sponsorship opportunities.
- Work with corporate members to allocate exhibition spaces for conferences and interest days and support their needs in the lead up to and during the events.
- Work closely with the venues, contractors and volunteers to plan and coordinate the face-to-face events.
- Facilitate webinar based or online events including managing timing and monitoring chat windows.

KEY STAKEHOLDERS

Internal Stakeholders:

- Managing Director
- Executive Officer
- Digital Design Coordinator
- Administration Coordinator
- Administration Officer
- Casual Staff
- Volunteers
- Advisory Committee members

External Stakeholders:

- Individual members
- Corporate members
- Potential members
- Industry organisations
- Government agencies
- Regulating bodies
- Conference venues, staff & contractors

SPECIFIC REQUIREMENTS

The diverse nature of the **Events Coordinator** position requires the following specific skills and commitments:

- Frequent travel
- Planning skills
- Time Management skills
- Multitasking
- Communication
- Conflict Resolution
- Innovative Problem Solving
- Strategic thinking

KEY DUTIES & RESPONSIBILITIES

The duties and responsibilities associated with the **Events Coordinator** position spans strategic, planning and operational phases of event management.

1. CONFERENCES

The primary role of WIOA is to facilitate the collection, development, and exchange of quality information between people undertaking operational roles in the water industry. WIOA stages major water industry conferences and exhibitions where corporate members display products, services and innovations, to support the achievement of this primary objective. The success of the conferences is critical to the success of the Association as they provide the main revenue stream.

a) Scheduling | Assist the EO in scheduling annual conferences in New South Wales, Queensland, South Australia, and Victoria, with a focus on setting out timelines that ensure appropriate preparations are carried out prior to the events' commencement.

b) Stakeholder Liaison | Liaise with Key Stakeholders to negotiate venue hire and catering contracts, with a focus on ensuring value for money. Engage with individual and corporate members, as well as water industry stakeholders, regarding the scheduled conferences, respond to enquiries, process transactions, and manage event records.

c) Call For Papers Management | Coordinate the process of calling for, and receiving, abstracts for member papers for presentation at conferences.

d) Contractor & Volunteer Supervision | Delegate duties to contractors and volunteers and supervise their work. Monitor work practices to ensure compliance with safe work principles and support their skill development as required.

e) Industry Engagement | Engage with key industry leaders and organisations to manage sponsorship contracts, facilitate exhibitions at conferences and negotiate the location of exhibition sites.

f) Administration | Undertake general administration as required including financial and operational record keeping, responding to, and sending, correspondence including emails, facilitating the conference registration process online and utilising office equipment such as copiers, scanners, printers, computers, etc.

g) Reporting | Deliver timely reports to the EO on the progress of conference planning activities and end-of-event evaluations, recognise when to escalate an issue for the EO's input, and provide financial reports with regards to budget management.

h) Financial Stewardship | Assist the EO in the development of conference budgets, and manage expenditure through negotiating catering and venue hire contracts with a focus on achieving value for money. Report any budgetary variances and ensure EO is apprised of any changes to the budget that need to be made.

i) Insurance Administration | Work with the EO to ensure appropriate insurances are maintained for compliance with event management regulations and legal responsibilities.

j) Covid Safety | Ensure all events comply with Covid-Safe protocols.



2. ONLINE EVENTS

- a) **Scheduling** | Assist the EO in developing a schedule and source presenters for webinars and online seminars, based on member interest.
- b) **Registration & Marketing** | Work with the **Digital Design Coordinator** to develop engaging social media posts, promotions and notices in the regular e-newsletter to encourage member registrations, and to facilitate member attendance or registration process.
- c) **Stakeholder Liaison** | Liaise with relevant internal and external stakeholders, including the presenter/s, to ensure all resources required for the seminar/webinar are identified and provided for. Support the presenter through collaboration on producing the run sheet, and identifying the available digital tools they may use to engage the audience (e.g. ad-ons to Zoom such as Mentimeter).
- d) **Digital Literacy** | Demonstrate high levels of digital literacy through facilitating the online events using the various platforms available including coordinating breakout rooms, managing the presentation timing, organising event recording, and monitoring chat during the presentation.
- e) **Feedback Management** | Collecting feedback from event attendees following the webinar/seminar and reporting back to the EO on the event's success.
- f) **Problem Solving** | Demonstrate sound judgment, quick thinking and innovative problem-solving skills to address any technical issues that may arise during the webinar/seminar.

3. ONE-DAY INTERACTIVE SEMINAR SERIES

The WIOA One-Day Interactive Seminar Series is a collection of operationally-focused workshops delivered around the country. Each Seminar features a program that is relevant and targeted specifically at water industry operations and/or maintenance staff across the industry, facilitating in-demand practically-focused refresher training, professional development and information sharing opportunities.

- a) **Stakeholder Liaison** | Liaise with members who have requested a one-day seminar to identify their specific development needs and arrange the logistics of the program. Receive and respond to enquiries about events being held and coordinating responses with the EO to ensure consistent communication is provided regarding the event.
- b) **Registration** | Coordinate the registration process through both online and offline channels, including sending out reminder emails close to the event delivery date and managing confirmations.

- c) **Marketing** | Work with the **Digital Design Coordinator** to manage the marketing of the event through website and social media updates.

- d) **Training Delivery Support** | Work with the EO to identify suitable professionals to deliver the training to attendees and invite them to share their expertise within the training format.

- e) **Catering & Venue Hire** | Identify appropriate venues for the event and negotiate terms of hire to ensure value for



money is achieved. Work with caterers to ensure special dietary requirements are provided for.

f) Event Facilitation | Facilitate the roll out of the event and manage the timing and resources of the event, including working with the venue to ensure that appropriate AV technology, sound systems and white boards etc., are available, if required.

g) Financial Stewardship | Assist the EO with establishing budgets for the events and monitor and manage expenditure to ensure each event is delivered within budget parameters.

4. CHARITY EVENTS, TOURS & OTHER EVENTS

WIOA stages water, wastewater and operations-based interest days and tours at various locations around the country with the support of state-based WIOA Advisory Committees to expose operations staff to new/updated plants, processes, innovations and technology. WIOA state-based Advisory Committees also deliver various charity events that raise the profile of WIOA, provide networking opportunities for members, and give back to the community. The **Events Coordinator** is involved with supporting the planning, marketing and facilitation of these events for the members.

a) Strategic Planning | Work with the EO to identify opportunities for raising the profile of WIOA through the scheduling of interest days, charity events and the organisation of site tours.

b) Stakeholder Engagement | Foster strong professional and productive relationships with geographically dispersed stakeholder groups to facilitate the planning and delivery of events across the country.

c) Marketing | Work closely with the **Digital Design Coordinator** to plan marketing strategies for scheduled events, increase attendance and provide current information to the membership across various digital platforms (i.e., website and social media).

d) Catering Coordination & Venue Hire | Work with the state-based Advisory Committee to support the identification of appropriate venues, negotiate cost effective hire and service delivery, and coordinate dietary and access requirements.

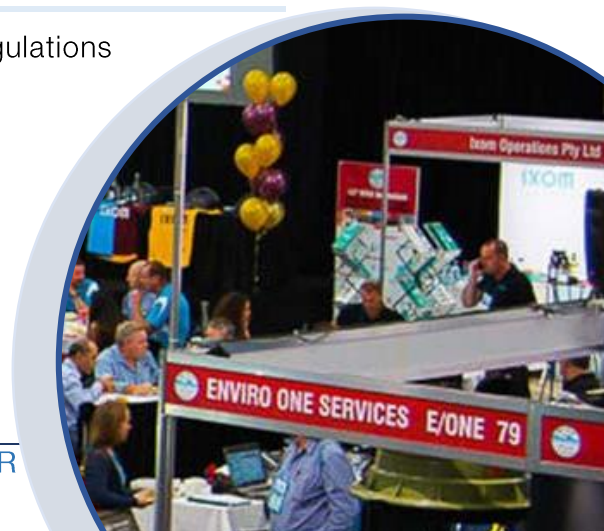
e) Registration Management | Managing the online and offline registration processes for events, including managing attendee lists for email correspondence.

f) Reporting | Reporting on event planning progress and the evaluation of event outcomes to the EO.

STATUTORY ACCOUNTABILITIES

- Australian Consumer Law (ACL) & associated regulations
- Associations Incorporation Acts
- Equal Opportunity Acts
- Privacy Act 1988
- Work Health and Safety Acts, regulations & codes of practice
- Freedom of Information Act 1982
- National Health Act 1953 & regulations

POSITION DESCRIPTION | EVENTS COORDINATOR



OTHER EXPECTATIONS

- Accomplish objectives and priorities set by the EO, reporting progress and concerns in a transparent and timely manner.
- Participate in a performance review process.
- Commit to continuous innovation and improvement.
- Commit to personal and professional development, including retaining currency in relevant legislation, regulations and operational protocols e.g., Covid-safe.
- Assist to ensure WIOA remains financially viable through effectively managing the sustainability of the key income stream of the Association.
- Perform other duties which may be incidental or peripheral to the main duties of the position.

KEY CHALLENGES

- Balancing and effectively managing complex projects with competing priorities, multiple stakeholder groups and critical decision-making requirements.
- Building and maintaining productive working relationships with geographically dispersed Advisory Committees to facilitate state-based events.
- Coordinating and facilitating change with regards to evolving technological requirements for event management and registration processes.
- Demonstrating a high degree of innovative and analytical problem-solving capabilities under pressure during state-based conferences.
- Delivering a financially viable annual conference in each state.
- Facilitating a sound support structure and network of assistance in each state encompassing volunteers, contractors, venue and catering staff.

EXPECTED OUTCOMES

- Key event outcomes and performance targets are met.
- Key member satisfaction targets relating to events are met.
- Additional income generation opportunities identified through innovative event planning strategies.

QUALIFICATIONS

- Qualifications in communications, event/project management, or the equivalent experience.
- Tertiary qualifications would be advantageous, but are not essential.



SELECTION CRITERIA

Essential:

1. Demonstrated experience in coordinating large-scale professional events such as conferences, large training workshops/seminars, and webinar facilitation.
2. Demonstrated financial management skills, including experience in managing event budgets, and coordinating insurance administrative requirements.
3. Demonstrated strengths in verbal and written communication characterised by building genuinely productive relationships with both internal and external stakeholder groups, and being able to facilitate events smoothly.
4. Demonstrated knowledge and experience working with MS Office software suite (Word, Excel, Powerpoint).
5. Proven track record in effective stakeholder engagement across geographically dispersed areas, demonstrating versatile communication approaches and skills in multi-modal communication (i.e., in person, Zoom, MS Teams, phone, etc.).
6. Demonstrated high levels of organisation and planning skills, including the development of milestones, budget allocation plans, prioritisation of tasks and the adaptation of work plans to respond to changing needs.
7. Demonstrated knowledge of compliance requirements regarding events management (e.g., contracts, insurances, ACL, Privacy Act, etc), and a consistent track record in projecting and mitigating risks to ensure compliance is consistently achieved.

Desirable:

1. At least 3 years' experience working in an events coordination role, preferably within an industry group organisation or association.
2. Tertiary qualifications in communications, project management, or related field.
3. Experience working with MYOB software.
4. Experience working in an industry peak body or member association would be advantageous.

