POSITION DESCRIPTION

Position: Conferences and Programs Officer
Department: Pathways School
Reporting to: Director, Partnerships and Engagement
Salary Range: Band Level 2 FTE $54,131 to $63,705 plus 10% Superannuation and Leave Loading 17.5%
Contact: Kim Hubery 9348 7136
Date: September 2015

POSITION SUMMARY

The Conference and Programs Officer is responsible for the professional and efficient coordination of the Conference business and its related services at Trinity College. The busiest conference period is in July, December, January and February. This role primarily involves maintaining relationships with clients, scheduling these clients/groups to use the College’s buildings and facilities, and ensuring all logistics of the Trinity Institute business, including Young Leaders programs, are maintained. The role needs an organised, customer-service oriented person with some commercial nous.

Reporting to the Director, Partnerships and Engagement, the role entails working closely with a number of stakeholders (internal and external) covering areas of business development, marketing and coordination of the organisational, operational and logistical aspects to this role. The delivery of exceptional customer service will be paramount to enhancing the visitor experience.

SELECTION CRITERIA

Essential:
1. Significant work experience in a similar role together with a qualification or vocational training in Hospitality or Event Management.
2. Excellent customer service skills offering a high quality and professional conference experience for groups and guests
3. Demonstrated experience in marketing and promoting a venue to facilitate short term programs with university and educational groups.
4. Well-developed keyboard skills and computer literacy in Microsoft Office, website and database applications.
5. High level interpersonal and communication skills (written and oral) within a culturally diverse education community or similar environment.
6. Proven personal organisational skills and the ability to prioritise through effective time management.
7. A capacity for self-motivation, to work effectively as a team member and to contribute to the organisational development of the College.
8. An understanding of and commitment to compliance of Occupational Health and Safety requirements.

Further Information:

• Applicants must be Australian Citizens, Permanent Residents or hold a valid work permit or visa. If called for interview, evidence of status will be required
• The successful applicant must secure, or be in the process of securing, a Working with Children approval.
• Occasional requirement to be available to work days over weekends or after hours during peak periods. Leave in lieu will be offered.

KEY RESPONSIBILITIES

Business Development and Marketing

- Utilise the College facilities to provide resources for short-term programs run by The University of Melbourne and other educational groups.
- Development of all advertising, marketing and administrative materials relating to the myriad of short academic programs and conferences offered at Trinity College
- Development and use of the web site as a powerful and effective marketing tool
- Ensure accurate and timely invoicing to clients

Operations

- Operations, organisation and logistics in respect of all Young Leaders programs and conferences including:
  - Attend College-wide logistical meetings with other key colleagues involved in the preparation of events and functions
  - Liaise with other College conference coordinators in the transferring of business and the sharing of larger groups across multiple colleges
  - Coordinate with Catering, House/Main Reception and Properties & Facilities to ensure the effective room and facilities allocation, preparation and cleaning of rooms and College facilities; and food menus/requirements for guests are arranged
  - Liaise with Property and Facility Services/College Caretaker regarding security arrangements in terms of access and parking
  - Oversee population of Room Occupancy spread sheet and Master spread sheet regarding guests information and bedroom room allocation

General

- Ensuring appropriate approvals have been received from the relevant College Deans and Directors as required under the College’s policy and procedure
• In conjunction with Director of Partnership and Engagement, develop and maintain policies and procedures for short programs and conferences
• Meet and greet all guests and ensure that the College assists its conference guests to the highest standard offering a quality experience
• Work closely with groups/organisations representatives to ensure a professionally and efficiently run short program and conference business
• Administer and coordinate the event logistics and venue requirements for all short programs and conferences; especially noting to House requirements for cleaning, room set-up and reset requests and booking IT requirements with ITS
• Provide feedback and reports to the Director, Partnerships and Engagement as required
• Implement and maintain the Portal Room Management System for function spaces booked
• Manage the content on the website as it relates to Conferences and maintain the College calendar with regards to Conference bookings
• Quality Assurance with respect to the preparation of all visitor accommodation and facilities including both common areas and surrounding spaces for events
• Assist Leadership Programs Officer in the lead up to programs, with applications, marketing and other activities as required with the various Trinity Institute offerings.
• Other duties as or when required by the Director, Programs and Partnerships

OCCUPATIONAL HEALTH AND SAFETY (OHS)

All staff are responsible for safe work procedures and instructions.

Employees must:
• Cooperate with the College in relation to activities and training taken by the College to comply with OHS legislation as well as, Trinity College OHS Policy and Procedures.
• Comply with the OHS guidelines in the Staff Terms and Conditions.
• Adopt work practices that support OHS.
• Take reasonable care for their own health and safety and the health and safety of other people who may be affected by their conduct in the workplace.
• Seek guidance for all new or modified work procedures for work safe practices.
• Ensure that any hazardous conditions, near misses and injuries are reported immediately to the supervisor.
• Participate in meetings, training and other environment, health and safety activities.
• Not wilfully place at risk the health or safety of any person in the work place.
• Not wilfully or recklessly interfere with or misuse anything provided in the interest of environment health and safety or welfare.

Supervisors are responsible for:
• Developing and recommending new safe work procedures and practice, as required, in conjunction with relevant persons and in compliance with legislative requirement and Trinity College OHS Policy.
• Providing all staff with relevant OHS information in an appropriate, timely manner.
• Providing personal protective equipment and clothing if hazards or risk cannot be fully eliminated.
• Providing adequate supervision through technical guidance and support.
• Identifying and controlling hazardous conditions and where possible reduce risks or eliminate.
• Providing appropriate facilities for safe storage, handling and transport of hazardous substances.
• Ensuring that all accidents and incidents are reported.

Managers and Directors/Deans are responsible for:
• Implementing and maintaining procedures in compliance with legislation and Trinity College OHS Policy by regular monitoring of staff compliance through performance review.
• Conducting regular inspections to identify risk/aspects, implementing corrective action and arranging monitoring where required.
• Ensuring that all staff, including contractors under local control, are appropriately inducted.
• Providing relevant OHS information and ensuring appropriate training.
• Ensuring all risk issues that have been identified are monitored and recorded.
• Ensuring consultative structures and staff participation by conducting regular section meetings to discuss OHS issues.

TRINITY COLLEGE

Founded in 1872 as the first college of the University of Melbourne, Trinity College is a unique tertiary institution that provides a diverse range of rigorous academic programs for more than 1,500 talented students from across Australia and around the world. These programs include:

• The residential College for undergraduate and postgraduate students of the University of Melbourne, both resident and non-resident.
• Trinity College Foundation Studies (TCFS), a one-year course which prepares able overseas students for undergraduate entry to the University of Melbourne and other leading Australian universities.
• Trinity College Theological School (TCTS), which offers degree and other courses for training and forming Anglican clergy and others, on campus, online, and in parishes.
• Young Leaders Summer Schools for Australian and overseas secondary school students.
• Various short courses.

Trinity promotes academic excellence across a balanced, all-round education that includes both ‘breadth’ and ‘depth’ of content, together with the development of ethical values, personal integrity, leadership and social responsibility. A Trinity education is further characterised by a high level of international engagement and a strong commitment to equity and diversity.

These educational programs are supported by the College Library, Art Collection and Archives, Information Technology, the College Chapel and Chaplaincy, Music – including a world-class Choir – Communications, Human Resources, and Finance and Administration – including finance, accounts, property and operations, and conferences and hospitality. The Advancement Office and Trinity College Foundation undertake friend-raising and fund-raising activities that benefit the College as a whole.

An Anglican institution, Trinity welcomes people of all faiths and none. The College celebrates, and is enriched by, the diversity of backgrounds of its staff and students.

Trinity College: Excellence, Community, Diversity