

Position description

Title:	Events Executive
Branch/Department:	Events Division
Status:	Full Time
Location:	Belgrave
Reports to:	Events Manager
Direct Reports:	Nil
Hours/Days of Work:	37.5 hours per week – flexibility required to be present during events
Salary Range:	Salary commensurate with experience and market trends
Travel:	Travel is required about PBR sites and surrounds as required
Employee/Volunteer	Employee
Requirements	Current Victorian Working with Children Check (WWCC) Resolved National Criminal History Check Completed Category 3 Health Assessment Medical

Job Purpose

The role is responsible for event planning, product development, administration and maintenance of key account relationships for Puffing Billy Railway (PBR) in conjunction with and with the direction of the Events Manager. Special emphasis will be given to Day out With Thomas, Santa Special and The Great Train Race.

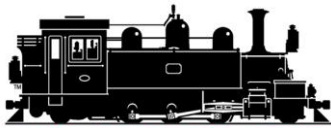
Key Duties & Responsibilities

Event Management

- Manage and assist with the smooth running of all key PBR events on the Event Calendar.
- Assist the Events Manager as required in all operational areas of the events and provide guidance, correspondence and direction to key internal and external stakeholders to ensure event success.
- Attend all operational days and assist in bump in and bump out of events.
- Communicate with event participants and ticket holders regarding event information in the lead up to the event.
- Attend planning meetings, forums and debriefings as required and take minutes when appropriate.
- Ensure the Great Train Race data base is maintained and updated and run reports when required.
- Assist with the co-ordination of Volunteers for the mail out of Race Bibs and written material to runners in the lead up to the event.
- Be a part of the preparation of the annual Marketing, Media and Communication plans.
- Preparation of material and statistics for reports.
- Ensure all elements related to event activities are filed in the appropriate soft and hard copy location.
- Assist Event's Roster officer in managing and serving volunteer recruitment.
- Manage the Events Department in the absence of the Events Manager.

Relationships

- Be the main point of contact with PBPS committee members re promoting their events.



PUFFING BILLY RAILWAY

- Represent PBR at appropriate seminars, community group meetings and tourism events.

Research

- Draft and email survey requests, prepare and distribute subsequent reports regarding passengers who have participated on our Events.

Communication

- Prepare and distribute email newsletters for Events and other PBR matters as required.
- Communicate with event participants and ticket holders reading event information in the lead up to the event.
- Update staff and volunteers when appropriate re Weekly notice and/or Monthly news.
- Handle customer service enquiries (phone and email) for the Great Train Race, Day Out With Thomas and Santa Special events.

Other

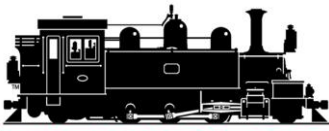
- Ensure all elements related to event activities are filed in the appropriate soft and hard copy location.
- Assist members of the Marketing Team where required and as directed.
- Event photography and filming is a Marketing task though some assistance may be required with the planning and implementation on event days where required.
- Deliver excellent internal and external customer service.
- Participate in Management meetings as required.
- Undertake research and other projects as directed.
- Will actively participate in continuous improvement – learning and development programs and performance management programs
- Adhere to all company values, principles, policies and procedures
- Other tasks and duties as requested

Key Competencies

- Excellent and clearly demonstrated organisational skills.
- Superior oral and written communication skills with highly developed interpersonal skills.
- Ability to work un-supervised and under pressure.
- Demonstrated people skills, ideally with experience or aptitude in communicating with management, paid staff, external stakeholders and volunteers.
- Advanced skills in Microsoft Office packages including Word, Outlook, Excel, Publisher as well as Huskii Mail and Survey Monkey applications.
- Ability to work as a team & to lead by example.
- Financial literacy and ability to work within budget and business plans.
- Ability to acquire new skills.
- Attention to detail.
- Initiative and problem solving with a flexible, adaptable and high energy approach.
- Ability to prioritise and manage own time.
- Able to think clearly and quickly to reach independent decision where required.
- Ability to work cooperatively and respectfully with others from various backgrounds and cultures
- Flexible and adaptable with ability to problem solve and multi-task
- Ability to work un-supervised and under pressure
- Ability to work as a team & to lead by example
- Strong organisational skills, with ability to prioritise and follow-through
- High standard computer skills including Microsoft suite
- Focus on service excellence, exceeding internal and external customer expectations
- Strong numeracy and literacy skills to manage basic accounting administration tasks

Qualifications & Experience Required

- Tertiary qualification in either a Marketing/Tourism/Events discipline.



PUFFING BILLY RAILWAY

- Current motor vehicle driver's licence.
- An understanding of Puffing Billy's history and current business is desirable.
- A strong network of tourism industry contacts.
- Knowledge and understanding of recreation, hospitality or community service.

Key Relationships

- PBR staff, volunteers and visitors
- External stakeholders including elected officers and senior management in public and private organisations
- Local community groups and tourism bodies

Health & Safety

Safety is everyone's responsible – through awareness and compliance with the following:

- Safety Policy – reporting hazards to your supervisor
- Drug and Alcohol Policy
- Smoking on Worksites Policy
- Equal Employment Opportunity – Harassment, Discrimination and Bullying Policy
- Comply with the Railway's Safety Management System

The following health and safety factors are relevant to this position

Frequent (occurs 1/3-2/3 of time)	Constant (occurs 2/3+ of time)
<ul style="list-style-type: none"> • Manual handling task (0 – 9kg) • Gripping, holding, clasping with fingers/hands 	<ul style="list-style-type: none"> • Hand/arm movement i.e. stacking, reaching, typing and sorting • Walking on uneven surfaces • Sitting at workstation • Responsibility for the safety of others

Additional Notes

- Attendance at night meetings and some variation to normal hours of work (including early or late starts, weekends and public holidays) may be expected within reason.
- This job description is not intended to be all-inclusive. Employee may perform other related duties as negotiated to meet the ongoing needs of the organisation.
- Puffing Billy Railway is a child-safe organisation. All employees and volunteers are required to undergo a National Police Check, a Working with Children Check and sign our Child Protection Policy and Child Safe Code of Conduct.

Acknowledgment

I declare that I have read and fully understand the content of this Position Description.

Employee

Signed: _____ Date: _____

Manager

Signed: _____ Date: _____

Approved By:	Nadine Hutchins	Date:	Dec 2018
Last Updated By:	Matt Collopy	Date:	Dec 2018