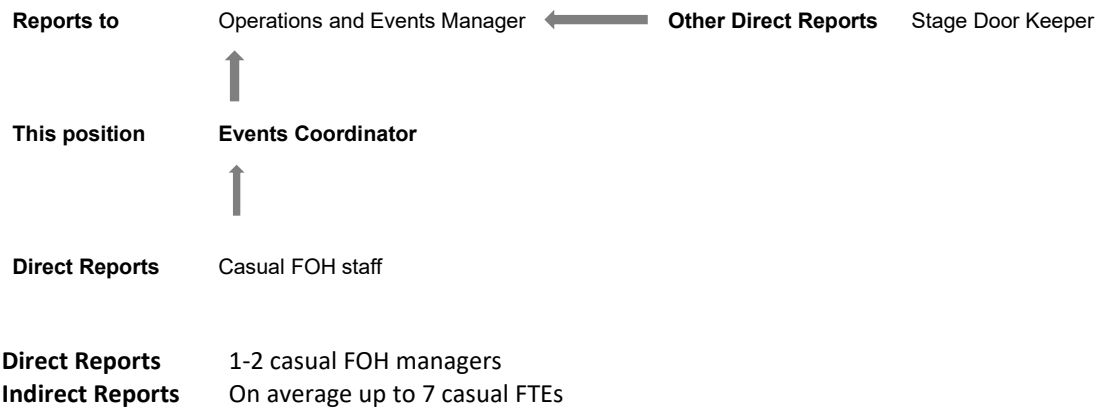
Events Coordinator

16846, 16848, 16849

Level	9	Agreement	Arts and Culture Trust Venues Management MEAA and UWU Agreement 2024
Directorate	Event Services		
Team	Venue & Customer Experience		
Location	Perth Metro Venues		



Direct Reports 1-2 casual FOH managers
Indirect Reports On average up to 7 casual FTEs

Purpose

The **Events Coordinator** organises and delivers assigned events and assists the Operations and Events Manager in the coordination and delivery of major and special events as required. The position liaises with hirers and leads the Front of House (FOH) team, including security and other FOH services, to ensure each event runs smoothly and successfully. This role also involves managing administrative tasks to support event logistics, works to create engaging experiences for attendees while staying within budget, meeting the expectations of stakeholders, and ensuring client and patron satisfaction through excellent service delivery.

Responsibilities

1. Oversees the FOH for assigned events and identifies and ensures work roles are allocated to casual staff and high-quality services are efficiently and effectively delivered.
2. Ensures the operational activities of FOH, other host and production business areas are effectively coordinated and integrated across the assigned event and with other on-site and event related activities to provide an excellent visitor experience.
3. Coordinates and progresses the event operational materials including FOH Event workbooks covering run sheets and event arrangements, signage schedules, FOH staffing requirements, logistics for marketing and promotional displays including coordinating the setup of directional signage and bollards.
4. Maintains regular contact with hirers to ensure successful delivery of events and to understand and plan event requirements including preparing cost estimates and coordinating delivery of the event.
5. Liaises with other business areas/directorates of the Arts and Culture Trust deliver aligned contracted requirements, identify any event operating issues and ensure the enhancement and successful delivery of services including cost management.
6. Leads on the recruitment of FOH casual staff, application screening, interviews and training.
7. Manages stakeholder relationships with external stakeholders and industry representatives.
8. Arranges access for media related activities such as photo shoots and filming bookings.
9. Coordinates all tours for the venue/space and liaises with hirers, patrons, tenants, and the public regarding venue/space operational information.

10. Assists with operational and logistical enquiries from internal personnel as directed by the Operations and Event Manager.
11. Manages inventory and supplies by conducting stock takes, restocking FOH equipment and uniforms, and ensuring the availability of venue stationery for smooth operations.
12. Monitors service delivery standards with a strong customer focus and seek to continuously improve.
13. Implements FOH policy, standards, FOH training and operating procedures for event delivery and contributes to the development of revised or new Event Services operating policy, standards and procedures.
14. Performs other duties as required within the parameters of the position.

Compliance and Legislative Knowledge

1. Complies with the Code of Conduct, policies and procedures and relevant appropriate legislation; and
2. Meets Occupational Safety and Health, Equal Opportunity and other legislative requirements in accordance with the parameters of the position.

Work Related Requirements

Essential:

1. Experience in event management or coordination of events in the entertainment industry.
2. Well-developed negotiation, communication and interpersonal skills with the ability to maintain internal and external stakeholder relationships.
3. Demonstrated ability to lead and manage a casual team in a busy events environment.
4. Strong organisational abilities, with the capacity to handle multiple events simultaneously, manage timelines and resources effectively.
5. Proven experience in identifying and analysing problems as they arise, utilising strong critical thinking skills to evaluate potential solutions and recommend appropriate actions that address customer concerns.
6. Ability to learn, understand, and operate within the mission, vision, and values of the Department and Arts and Culture Trust, or demonstrate a strong commitment to similar principles in past roles.

Other Requirements:

1. The Arts and Culture Trust venues operate within a 7-day week operating environment, there will be some requirements to work weekends and after normal business hours.

Qualification and License Requirements

1. First Aid Certificate.

Organisational Purpose	To grow and support Western Australia's cultural and creative industries through the optimisation of our venues and activation of spaces
Directorate Purpose	Event Services - Works across multiple venues and spaces to ensure they are event ready.
Team Purpose	
Position status	Permanent/full time
Last updated	1 Oct 2025