

Position:	Event Operations Assistant
Organisation:	Mother's Day Classic Foundation
Work Location:	Suite 101, Level 1, 13 Cremorne St, Richmond, VIC 3121
Employment Type:	Fixed Term Contract (20 January 2025 – 6 June 2025)
Position Reports To:	Head of Events and Risk
Direct Reports:	Event Staff and Volunteers (event mode)

Role Purpose

The Event Operations Assistant is responsible for supporting the multiple functional areas within the Event Operations team. Reporting to the Head of Events and Risk, the Event Operations Assistant works closely across the Mother's Day Classic Foundation (MDCF) teams to support and deliver various operational components of the Mother's Day Classic (MDC) event, primarily focused on the 11 Major national events.

The Event Operations Assistant is an events and operations star with an exceptional eye for detail and meeting timelines, strong administration and organisational skills. This role supports the event management, venues, volunteer committees, and safety and risk compliance functions of the Events and Risk team.

As a member of a small team with a big personality, this role works collaboratively with all MDCF team members and stakeholder groups to ensure the smooth delivery of event operations elements of the MDC.

This position is required to work the weekend of the Mother's Day Classic event and fulfill a hands-on event day role.

Key Responsibilities

Event Management

- Provide administration support to the Head of Events and Risk and the Event Operations Manager
- Work closely with the Event Operations Manager to assist and support to local Event Managers and Volunteer Committees of the Major national events
- Research and identify grant opportunities for Major and Local events and work with the Head of Events and Risk and the marketing and sponsorship teams to apply for selected grants as requested

Venues

- Assist with venue bookings and permit and compliance requirements across Major events

Safety & Risk Compliance

- Assist with implementation of the MDC risk management programme.

Customer Service Support

- Provide Customer Support for enquiries submitted to the MDCevents and Volunteer inboxes.

Event Logistics and Warehouse

- Work closely with the Event Operations Manager to plan and roll out national logistics and services arrangements, such as freight and signage, etc
- Work closely with MDC Suppliers to order and fulfill signage and other logistical requirements
- Assist where required at the MDC warehouse and maintain an accurate and current inventory report.

Systems and Website

- Assist in developing and maintaining the event webpages, ensuring information remains up to date and relevant.
- Update Smartsheet Project Management pages and event operational reports

Volunteer Programme

- Assist in identifying and coordinating volunteer requirements for Major events

Event Day Support

- Onsite in Melbourne for the event weekend, liaising with key stakeholders and assisting to ensure event operations run smoothly
- As requested, by the Head of Events and Risk and the Event Operations Manager, assist with FOH duties such as greeting VIPs, Stage Management, fulfilment of artist riders
- As requested by the Head of Events and Risk and the Event Operations Manager, assist with other duties as reasonably required
- Assist with post event reporting and reconciliation
- Facilitation of meetings, agendas, action items
- Attend meetings as required

Organisational

- Work in collaboration with internal MDCF teams to support the following areas:
 - Risk and safety management
 - Stakeholder engagement
 - Budgets and financial management
 - In-briefing and debriefing programmes
 - Continuous improvement programmes
 - Information management
 - Policies and procedures



Event Operations Assistant Position Description

- Reporting, including post event reporting

Other

- Provide further assistance where reasonably requested

Qualifications/ Experience

- Tertiary qualification or demonstrated experience in Event or Project Management or other relevant discipline
- Experience in events, venue operations and logistics or similar
- Experience in working with volunteers and volunteer committees (desirable)
- Experience working with data management and systems
- Strong level of competency with MS Office
- Ability to write reports and analyse data
- Strong knowledge and experience in one or more of the following:
 - Risk Management
 - Financial Management
 - Community Relations

Key Competencies

- Exceptional attention to detail
- A born planner and organiser
- Ability to work under high pressure
- Enthusiastic with an ability to show initiative/creativity and take ownership of outcomes
- Excellent communication skills (written and verbal)
- Superior relationship management skills
- Analytical and problem solver
- Team player

Benefits (pro rata where applicable) available at the MDCF include

- 13.5% superannuation
- 1 additional 'rostered' day off per quarter
- Flexible working arrangements are supported

About Role Statement

Change is inherent in the events environment. For this reason, all staff should be aware that roles may vary from time to time.

(June 2024)