

Community Engagement Coordinator Position Description

Position:	Community Engagement Coordinator
Organisation:	Mother's Day Classic Foundation
Work Location:	Suire 101, Level 1, 13 Cremorne St, Richmond, VIC 3121
Employment Type:	Full Time – permanent
Position Reports To:	Head of Events and Risk
Direct Reports:	Event Staff, Local Event Assistant (seasonal) and Volunteers (event mode)

Role Purpose

The Community Engagement Coordinator is responsible for overseeing our local host and volunteer programs and supporting the multiple functional areas within the Event Operations team. Reporting to the Head of Events and Risk, the Community Engagement Coordinator works closely across the Mother's Day Classic Foundation (MDCF) teams in the delivery of various operational components of the Mother's Day Classic (MDC) event in up to 100 locations across Australia.

The Community Engagement Coordinator is an events and operations star and plays an important role in the preparation and delivery of events across Australia. With an exceptional eye for detail and meeting timelines, they will support the event management, venues, volunteer committees, and safety and risk compliance functions.

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

- Support the Head of Events and Risk and the Event Operations Manager in the smooth implementation and support of the event manager services and structure project management system
- 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.

Local Host Program

- Administer the roll out and servicing of the local Host program, including timeline tracking, compliance, resource management, communications and sponsorship administration.
- Provide personal guidance to local hosts by responding to questions and providing assistance in navigating MDCF systems and completing compliance documentation

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- Undertake community engagement to drive local host and volunteer recruitment.

Volunteer Program

- Facilitate the volunteer recognition program.
- Research and generate volunteering group Coordinators
- Support committee Volunteer Coordinators in their drive to meet demand for on-the-day volunteers in their local areas
- Work with relevant stakeholders to develop necessary induction for on-the-day volunteers
- Develop and maintain volunteer records in volunteer management system (Rosterfy)
- Provide timely and accurate reporting of volunteer activities to stakeholders
- Assist with all volunteer communications, through Rosterfy and social media and other channels
- Develop and maintain resources to manage event day volunteer sign-ups

National Volunteer Committee – preparation and planning

- In the period June – November assist with the recruitment, planning and preparation to ensure the successful operation of the volunteer National Volunteer Committee members and associated committees/groups

Venues

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

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
- Assist where required at the MDC warehouse and maintaining an accurate and current inventory report.

Safety & Risk Compliance

- Assist with implementation of the MDC risk management program

Customer Service Support

- Provide Customer Support for enquiries submitted to the MDCevents and Volunteer inboxes.
- Respond to incoming enquiries (via phone, email and social media), and provide support as required.
- Identify enquiry trends, and implement improvements and rectification measures along the way

Systems and Website

- Assist in developing and maintaining the event webpages, ensuring information remains up to date and relevant.



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- Manage the Rosterfy Dashboards and onboarding system in relation to the Local Host Programme and Volunteers
- Maintain Smartsheet databases in relation to Local Host Program and Volunteers

Event Support

- 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
- Assist with the planning and operations for MDCF functions such as (Celebration Function and Media Launch)
- Facilitation of meetings, agendas, action items as required
- 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 programs
 - Continuous improvement programs
 - Information management
 - Policies and procedures
 - 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 Rosterfy or similar Volunteer Management software (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:
 - Stakeholder Management
 - 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% 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.

(August 2024)