



Role Description

Title:	Micah Conference Centre Coordinator	Location:	Toowoomba Catholic Schools Office
Reports to:	Executive Officer	Classification:	Administration Officer Level 5
Directorate:	Office of the Executive Director	Tenure:	3 year contract

1. Purpose

The purpose of this role is to coordinate the day to day running of the Micah Conference Centre and promote the Centre as an exemplary conference facility to Toowoomba Catholic schools and external organisations.

2. Experience and qualifications

Essential

- empathy with the values and ethos of the Catholic faith
- relevant qualification(s) or at least 3 years' experience in event management and coordination of a conference facility with direct client contact
- excellent communication and customer service skills
- high level of attention to detail and time management
- effective relationship building and influencing skills
- demonstrated experience working with the Microsoft suite of products, including Office 365
- a current Class C driver licence
- a current working with children check (Blue Card), or the willingness and ability to obtain one prior to commencement
- a current responsible service of alcohol licence or the willingness and ability to obtain one
- a current food safety licence or the willingness and ability to obtain one
- ability to move furniture including tables and chairs to set-up and break-down events
- ability to work flexible hours including evenings and weekends

3. Key result areas

- 3.1 coordinate the day to day running of the Micah Centre including managing bookings, completing the set-up and break-down of events and manage the logistics associated with IT, catering and stationery resources
- 3.2 propose and implement development opportunities that maximise the use of the Micah Centre, maintaining quality of service and facilities
- 3.3 create promotional opportunities for the Micah Centre and network with internal and external stakeholders
- 3.4 collaborate and communicate with others to ensure that high professional standards are met
- 3.5 display personal drive, integrity and organisational skills

3.6 contribute to and promote the development, alignment, attainment, and review of strategic goals for the Diocese of Toowoomba Catholic Schools (TCS)

3.7 complete other duties that are directed as needs change or grow, if the duties are consistent with the purpose of this position and any relevant legal and/or industrial obligations

4. Statement of responsibility

While at work the role holder must

- take reasonable care for his or her own health and safety
- take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons
- comply, as far as the role holder is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person to comply with the Work Health and Safety Act
- cooperate with any reasonable policy or procedure of the person conducting the business or undertaking relating to health or safety at the workplace that has been notified to workers.

The role has a physicality prerequisite to effectively fulfil the duties and tasks inherent to the role. As such, the tasks have been reviewed in conjunction with the anatomical body positions likely to be impacted and these requirements will be discussed with you prior to commencing in the role.

5. Statement of duties

The information detailed above is an accurate reflection of this role. Attached to this role description is a **duties statement** that covers a selection of activities in which the incumbent might engage. The list is neither prescriptive nor exhaustive.

Duties Statement

Micah Conference Centre Coordinator

3.1 coordinate the day to day running of the Micah Conference Centre including managing bookings, completing the set-up and break-down of events and manage the logistics associated with IT, catering and stationery resources

- establish and maintain an online booking system for the Micah Centre
- liaise with booking contacts to negotiate and confirm bookings and details related to room configuration, IT requirements, catering and accessibility for those with specific needs
- liaise with the Professional Learning Team to coordinate the booking of the Micah Conference Centre for events listed in the Toowoomba Catholic Schools calendar and the booking of Micah Conference Centre only events
- set up of IT requirements and general troubleshooting of IT issues; liaising with the IT team for specialised support
- set up and break down for all booked events (in and outside of office hours) - including moving of tables, chairs, whiteboards; opening and closing of dividing doors; cleaning using industrial dishwasher and storage of crockery/cutlery/glassware, unlocking and locking of the Centre
- ordering, receipt of delivery and presentation of catering and required crockery/cutlery/glassware/napery for every event
- organisation and monitoring of contract cleaner and laundering of napery
- general cleaning/tidying and maintenance of the Centre
- maintenance and ordering of standard inventory items eg milk, tea/coffee, biscuits, lollies, pens, notepads, other stationery
- stocktake and reordering of crockery/cutlery/glassware/napery at least once per year

3.2 propose and implement development opportunities that maximise the use of the Micah Centre, maintaining quality of service and facilities

- identify opportunities for internal and external events to be held at the Micah Centre
- establish and document procedures related to the management of the Micah Centre with a focus on continuity of quality of service and facilities
- establish networks with other conference facilities to promote the Micah Centre and encourage sharing of opportunities/event bookings

3.3 create promotional opportunities for the Micah Centre and network with internal and external stakeholders

- create and maintain an up-to-date foyer display of school artwork, student's work, corporate documents and electronic welcome messages
- propose and draft promotional messages and stories for inclusion in Toowoomba Catholic Schools' corporate communications including ConnectED, the TCS Intranet and via email; and to external agencies associated with Toowoomba Catholic Schools
- propose and coordinate promotional opportunities with external agencies that may include site visits, website content and brochures

3.4 collaborate and communicate with others to ensure that high professional standards are met

- maintain highly functional and collaborative working relationships with colleagues by interacting effectively, contributing to discussions and seeking advice
- understand and accept the contributions of others in a multi-disciplinary and collaborative environment to provide a highly competent and seamless service

- establish and maintain effective communication networks with internal and external stakeholders and work collaboratively with stakeholders
- organise and facilitate pre-conference orientation visits for facilitators and booking contacts
- respond positively and efficiently to changes in stakeholder needs and expectations
- share information and ensure others are kept informed of issues relevant to their work
- treat people with courtesy and respect
- work closely with relevant staff to plan, manage and lead events and initiatives
- receive visitors and delegations and coordinate appropriate hospitality provision
- communicate appropriately with internal and external parties including school staff

3.5 Display personal drive, integrity and organisational skills

- demonstrate an understanding and willingness to work in an environment that is guided by Catholic ethos and values
- act professionally at all times as prescribed in the TCS Code of Conduct
- show initiative and do what is required
- work independently to achieve the objectives, KPIs and outcomes associated with the coordination of the Micah Conference Centre
- proactively seek feedback and act on it to improve service delivery
- take personal responsibility and pride in the quality of work and seek advice where necessary
- create routines, and set and meet deadlines to ensure quality of service and build confidence in and the reputation of the Micah Conference Centre

3.6 Contribute to and promote the development, alignment, attainment, and review of strategic goals for the Diocese of Toowoomba Catholic Schools (TCS)

- contribute as a member of the Office of the Executive Director to achieve the strategies set out in the TCS Strategic Plan and integrated strategies
- participate fully in annual goal setting, monitoring and review of performance in collaboration with the Executive Officer
- attend professional development, spiritual formation, and team days as appropriate
- document and report on the progress of initiatives in the TCS Strategic Plan and integrated strategies as required

3.7 Complete other duties that are directed as needs change or grow, if the duties are consistent with the purpose of this position and any relevant legal and/or industrial obligations

- the employer may direct an employee to carry out such duties as are reasonable within the limits of the employee's skill, competence and training; consistent with the classification structure within the current agreement
- any direction issued by the employer shall be consistent with the employer's responsibilities to provide a safe and healthy work environment