

Position Title:	Events Operations Officer
Division:	Communication, Marketing & Events
Employment Status:	Fulltime, ongoing
Classification Level:	Professional Level 6, <i>University of Melbourne Student Union Agreement 2017-2021</i>
Reports to:	Events Coordinator
Reported to by:	Nil
Incumbent:	New Position
Date Effective:	October 2024

The University of Melbourne Student Union (UMSU)

The University of Melbourne Student Union Inc (UMSU) is a dynamic, for-purpose incorporated association, serving as the representative body for all students at the University of Melbourne. Structured around student control of student affairs, UMSU is governed by an elected Students' Council and twelve committees, chosen by and from the student body.

Located in the heart of the University of Melbourne's award-winning student precinct, UMSU is a vibrant, creative, and diverse social justice organisation committed to representing and supporting University of Melbourne students. Our offerings include an arts and culture program for emerging student artists in a state-of-the-art theatre, a professional art gallery, and the iconic Rowden White Library. We host events co-designed by students supported by professional staff, and publish multiple student-led publications, including Farrago. Beyond that, UMSU runs a food relief program, oversees volunteer programs, and supports over 200 affiliated student clubs.

Our commitment extends beyond engagement to essential support services, including a food relief program, volunteer opportunities, and a free legal and advocacy service for students. Each of our dedicated student departments, committees, and collectives play a pivotal role in shaping the university experience.

UMSU's overarching goal is to enhance student life at the University of Melbourne. We achieve this by elevating and representing student voices through purposeful engagement and advocacy, offering exceptional programs, services, and opportunities that promote inclusivity and accessibility.

UMSU staff are organised within five Divisions:

- Advocacy & Legal;
- Arts & Culture;

- Communications, Marketing and Events
- People & Community
- Office of the Chief Executive Officer

Each division is supported by a Student Advisory Group that is comprised of elected student representatives and designed to support ongoing collaboration between UMSU staff and elected student representatives. Student Advisory Groups provide feedback and advice from a student perspective to enhance participation in UMSU operated programmes and services.

The UMSU Constitution establishes that we will:

1. advance the welfare and interests of students;
2. represent students of the University within the University and to the community;
3. provide amenities and services, principally for students and other members of the University community, and incidentally to the public.
4. provide an independent framework for student social and political activity;
5. develop, maintain and support student clubs, societies and associational life generally;
6. promote and defend the rights of students to education on the basis of equality, without regard to race, colour, sex, sexuality, gender identity, age, physical disability, mental illness, economic circumstances, political religious or ideological conviction, or national or social origin;
7. oppose violence and/or hatred through militarism, nationalism, or discrimination on the basis of race, colour, sex, sexuality, gender identity, age, physical disability, mental illness, economic circumstances, religion, or national or social origin;
8. provide a democratic and transparent forum in which students' affairs and interests can be governed in an effective and accountable manner; and
9. To promote free and accessible government-funded education.

To support these objectives UMSU staff observe the following values:

- Student Led and Focussed
- Inclusive and Connected
- Effective and Engaged
- Accountable, Transparent and Responsive

Divisional Overview

The Communications, Marketing, & Events Division (CME Division) collaboratively engages with Student Representatives, staff, and volunteers to enhance connectivity with the student population through diverse media, activities, and events. The Events Department, within the CME Division, is dedicated to designing and delivering major organisational events and providing support through consultation, production, and delivery of departmental events. We play an exciting, innovative role in enhancing student engagement through UMSU's diverse campaigns and events.

Position Summary

As an Events Operations Officer, under the guidance of the Manager of Events, your primary role encompasses the meticulous planning, production, and delivery of a diverse range of UMSU events. Your expertise will be essential in enhancing the on-campus student experience. Your skill in establishing professional relationships with internal and external stakeholders will ensure events are successful, safe, compliant, engaging and support the objectives of UMSU.

As an organisation providing student-facing services and events, an inherent requirement of this role is the ability to work in person on site and after hours as required and will require some manual handling of equipment. UMSU staff employment conditions are covered by the *University of Melbourne Student Union Agreement 2017-2021*.

Key Accountabilities

Event Design, Production, and Delivery

- Design and implement events using data and feedback, emphasising continuous improvement and exceeding expectations.
- Coordinate the planning and execution of prominent UMSU events, including orientation activities.
- Create and manage comprehensive event project milestones, timelines, and schedules, including run sheets, delivery/site instructions, and event briefing materials.
- Oversee project planning, budgeting, and technical specification requirements with the Manager, Events and in collaboration with AV Melbourne staff.
- Communicate to project clients the event progress, clarify requirements and collaborate to achieve positive outcomes.
- Collaborate with the Manager, Communications, and Marketing to elevate UMSU's profile and attendee engagement.
- Identify and propose new event opportunities that align with UMSU's strategic objectives. **Event**

Logistics & Compliance

- Proactively support the delivery of large-scale UMSU events and co-presents including festivals, activations and a range of organisational projects and events;
- Take responsibility for the development and execution of safe food plans;
- Undertaking event risk management responsibilities including conducting risk assessments, checklists, and contingency plans, ensuring event safety and success.
- Coordinate all logistical elements, including power, cleaning and access, adhering to established policies and procedures.
- Manage venue bookings, conduct site inspections, and ensure optimal event environments.
- Oversee supplier and performer sourcing and contracts, including technical specifications, and inductions.

Event Sponsorship

- In consultation with relevant staff, student representatives, and Volunteer Program Directors, oversee and manage the procurement of sponsorships for UMSU activities, ensuring alignment with organisational goals and ethical standards.
- Work with the Communications Officer to coordinate the sale of advertising across UMSU's digital and printed publications, as well as event-related platforms, ensuring consistent messaging and compliance with UMSU's advertising policies.
- Collaborate closely with the Coordinator, Events, to facilitate the sale of activation spaces at UMSU events, ensuring optimal engagement and strategic alignment with event objectives.
- In collaboration with the Ethical Advertising Steering Group, maintain and regularly update the ethical suppliers database, ensuring all partnerships align with UMSU's values and ethical advertising guidelines.

- Monitor and maintain accurate and comprehensive records of all financial and in-kind donations, ensuring transparency and accountability in the management of sponsorships.
- Lead the evaluation and review of sponsorship and advertising effectiveness at UMSU events, gathering feedback from key stakeholders, and propose strategies to enhance student engagement and maximise the impact of sponsorship efforts.

Relationships & Ways of Working

- Collaborate with UMSU staff, student representatives, volunteer directors, and the University of Melbourne's key stakeholders to execute events that align with UMSU's strategic goals.
- Coordinate and support pre-event consultation, planning, implementation, and evaluation phases.
- Build productive relationships with internal and external stakeholders to explore and develop event opportunities.
- Promote a positive organisational culture, ensuring excellence in event delivery and offering training and guidance to UMSU teams.

Resource Allocation and Management

- Supervise and roster casual event staff ensuring events are adequately supported.
- Monitor event expenses, ensuring adherence to budgets and cost allocations.
- Maintain and update event and supplier information kits and manage events infrastructure and equipment.
- Ensure online event platforms and materials are current and accurate.
- Maintain internal Knowledge Base systems, including development of new articles and supporting documentation.

Level of Supervision and Typical Activities

- Work with broad direction with some supervision of other employees when necessary.
- Perform tasks or assignments which require proficiency in the work area's existing rules, regulations, policies, procedures, systems, processes and techniques and how they interact with other related functions, and to adapt those procedures and techniques as required to achieve objectives without impacting on other areas.

Health, Safety and Environmental Responsibilities of Staff

All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct. OHS responsibilities applicable to positions are published at: [OHS Roles and Responsibilities](#).

Selection Criteria

Essential Skills and Qualifications:

- Tertiary qualification in event management or relevant field, or extensive experience in festival and event production.
- Proven track record in managing large-scale events and festivals.
- Strong organizational skills, able to manage multiple tasks and deadlines effectively.

- Exceptional communication skills, both written and verbal.
- Proficiency in technology, including MS Word/Excel, PowerPoint, Adobe Acrobat, and project management applications.
- A valid Employee Working with Children Check.

Desirable Skills and Qualifications:

- Experience in the higher education sector and/or in student, community and/or membership-based organisations and festivals;
- Experience in delivering events to young audiences, in particular, University students; and
- Understanding of, and commitment to, principles of student unionism.

UMSU is a child safe organisation, located on Wurundjeri country. We value diversity, embrace difference, and nurture a connected, safe, and respectful community. UMSU is a member of the Australian Network for Disability. We are committed to creating and maintaining a diverse, inclusive, and safe work environment.

First Nations' people, people of all ages, across all gender spectrums, people with disabilities and culturally and linguistically diverse people are strongly encouraged to apply.

We acknowledge the Traditional Owners of the lands on which we work, and that sovereignty has never been ceded. It always was, and always will be, Aboriginal land.