



Position Title:	Event Assistant
Work Area:	Corporate Services
Reports to:	Events Manager
Position Location:	155 Railway Terrace, Mile End, SA 5031. This role may require interstate and intrastate travel from time to time and out of normal business hours work will be required.
Direct Reports:	N/A
Modified:	30 April 2021

About Netball SA:	<p>Netball SA is the peak State Sporting Organisation for netball in South Australia and is affiliated with Netball Australia. Netball is the leading women's participation sport in Australia.</p> <p>Netball SA is responsible for the governance, development, promotion, and administration of netball throughout South Australia and has the responsibility for servicing its 35,000 members, the operations of Netball SA Stadium and the running of its elite team, the Adelaide Thunderbirds.</p> <p>As a professional sporting organisation with extensive community reach, Netball SA is committed to enhancing the reputation of the sport and communicating news of significance to members, fans, supporters, and the general public.</p> <p>Netball SA's strategic plan includes the following Strategic Priorities which drive the business:</p> <ul style="list-style-type: none"> • Thriving People • Grow our game • Strong voice • National success • Government investment <p>Further information on Netball SA: https://sa.netball.com.au/</p> <div style="text-align: center;"> <p>NETBALL SA VALUES</p> </div>
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Primary Purpose of Position

This role is responsible for assisting with all events at Netball SA. The position will provide exceptional customer service to all event customers both internal and external.

Key Result Areas	Accountabilities and Responsibilities
Events	<ul style="list-style-type: none"> • Assist in the implementation of event checklists and run sheets • Organise preparation and distribution streams for accreditation passes • Arrange transportation of equipment between two venues in Adelaide • Support set up of event entertainment and on-court activation activity • Volunteer coordination, scheduling and supervision as required • Work with key stakeholders to check that all key elements of the events have been effectively planned and organised in line with league guidelines • Event set up and pack down • Assist in working within the event budget • Assist in communicating event requirements across all departments • Work closely with the Sport Development team to meet event KPIs • Any other duties as directed by the Events Manager
Customer Centric	<ul style="list-style-type: none"> • Ensure exceptional customer service for all event customers
Strategic and Financial Management	<ul style="list-style-type: none"> • Comply with NSA Financial Policies and Procedures. • Provide accurate and timely reporting within deadlines. • Ensure that all agreed strategies and key performance Indicators and key behavioral indicators are achieved.
Other duties	<ul style="list-style-type: none"> • Any other duties within the employees capabilities and which is reasonable to expect the employee to undertake as directed by management from time to time.
Work Health and Safety	<p>Your duties are to:</p> <ul style="list-style-type: none"> • Comply with all Netball SA policies, procedures, and relevant legislation. • Comply with all reasonable instructions from managers in relation to health and safety. • Take reasonable care of your own health and safety. • Ensure your actions or omissions do not adversely affect the health and safety of other persons. • Report any hazards, near misses and incidents to your manager and complete the required formal report mechanism. • Complete relevant health and safety training, as required. • Comply with the Netball SA policies and procedures which set out governance standards and manage risks for our organisation. You are responsible for being aware of and complying with the policies and procedures.

Qualifications, Skills & Experience Required:

- Qualifications in Sport and Recreation Management, Business or other relevant areas (desired not essential).
- Previous experience in a similar role or similar organisation.
- Leadership experience.
- Customer service experience.
- Outstanding communication skills.
- Complaint and grievance handling.
- Strong attention to detail and organisational skills.
- Working with Children Check.

Acknowledgement

I ACKNOWLEDGE that I have read and understand the responsibilities and expectations as set out above.

Signed by Employee:

Name of Employee:

Date:

Signed by Department Manager:

Date: