



Position Title:	Event Manager
Work Area:	Events
Reports to:	General Manager - Marketing, Communications and Events
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:	10 December 2021

About Netball SA: 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.

Netball SA is responsible for the governance, development, promotion, and administration of netball throughout South Australia and has the responsibility for servicing its 32,000 members, the operations of Netball SA Stadium and the running of its elite team, the Adelaide Thunderbirds.


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.

Netball SA's strategic plan includes the following Strategic Priorities which drive the business:


- Thriving People
- Grow our game
- Strong voice
- National success
- Government investment

Further information on Netball SA: <https://sa.netball.com.au/>


NETBALL SA VALUES




WE ARE TEAM PLAYERS




WE ARE CUSTOMER CENTRIC



WE PLAY WITH INTEGRITY



WE PLAY OUR POSITION



WE ARE GAME CHANGERS

Primary Purpose of Position

This role is responsible for attracting and executing all events at Netball SA including the Adelaide Thunderbirds event portfolio. Join the team and be an integral part in delivering world class netball here in Adelaide. Showcase your creative flair to implement new initiatives to provide a spectacle for fans and members. The position will provide exceptional customer service to all event customers both internal and external.

Key Result Areas	Accountabilities and Responsibilities
Event Management	<ul style="list-style-type: none"> • Responsible for overall management and delivery of Adelaide Thunderbirds events and match days. • Responsible for collaboration and communicating event requirements to all departments of the business. • Responsible for creation of event plans for all events. • Responsible for working with Commercial Department to deliver partners requirements. • Manage and deliver all event plans including set up and pack down of all events • Resolve any issues or emerging issues during all events. • Develop and action a project plan to attract new events to Netball SA Stadium. • Work collaboratively with the Marketing and Communications team to profile Netball SA Stadium as an event venue. • Bring creativity and flare to elevate the event experience. • Work collaboratively with the Stadium team to deliver stadium events • Work collaboratively with the Netball team to assist in the delivery of netball events. • Manage and coordinate staff and volunteers to ensure successful event delivery. • Responsible for compliance required for all events at Netball SA. • Responsible for post event reviews. • Responsible for continuous improvement of Events at Netball SA.
Customer Centric	<ul style="list-style-type: none"> • Ensure exceptional customer service for all event customers. • Responsible for working with event contractors to ensure streamlined and professional delivery of all events. • Responsible for obtaining customer feedback on events through the development of Customer feedback surveys and data collation. • Review and action data to drive an improved customer experience.
Strategic and Financial Management	<ul style="list-style-type: none"> • Assist in developing, monitoring, and reporting any variances to the budget in consultation with the GM Commercial, Marketing and Events. • Provide accurate and timely reporting within deadlines. • Ensure that all agreed strategies, KPIs and KBIs 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	<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.
- Customer service experience.
- Outstanding communication skills.
- Complaint and grievance handling desirable.
- 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:.....