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| **Job title:** | Events Administrator |
| **Team:** | Events |
| **Reporting to:** | Events Manager |

**About the organisation:**

The Royal Agricultural Society of Victoria (RASV) is a member-based, not-for-profit organisation that has been enabling communities to celebrate and showcase their passion for more than 160 years.

The RASV’s key business pillars are:

* **Event Management.** RASV develops and deliver events particularly agriculture, food and beverage events that are valued by industry including the Australian Food Awards, Royal Melbourne Wine Awards, Australian International Beer Awards and many more;
* **Royal Melbourne Show**. Conducted by the RASV the Royal Melbourne Show is Victoria's largest and most iconic annual community event and attracts around 450,000 people over 11 days to Melbourne Showgrounds each year.
* **Venue Management**. RASV is the venue manager for Melbourne Showgrounds, Melbourne’s largest and most versatile indoor/outdoor event venue.

**About this role:**

The Events Administrator is accountable to the Events Manager. The purpose of this position is to provide a high standard of administrative support to ensure we deliver world class award programs, functions and agricultural shows, in particular the Royal Melbourne Show.

This includes but is not limited to:

* Delivering excellent administrative support that will underpin and enhance the integrity of our functions, competitions, membership and award programs;
* Continuously review processes to improve efficiency and effectiveness;
* Delivering superior guest/ exhibitor service and experience; and
* Minimising administration and event delivery costs.

The Event portfolio includes the following functions, competitions, award programs and other key areas of the organisation:

Epicure Program & Functions – Australian Food Awards, Australian International Coffee Awards, Australian Distilled Spirits Awards, Australian International Beer Awards, Royal Melbourne Wine Show.

Agriculture and Rural & Leisure - Poultry, Alpaca, Beef Cattle, Beef Carcase, Sheep, Fleece, Dairy, Horses in Action, Dogs, Art, Craft and Cookery and Woodchop.

**Key responsibilities:**

Provide a broad range of administrative support services across the business. As part of the Events team, this role will also provide administrative support associated with the delivery of RASV Functions, Competitions and Award Programs, including but not limited to:

* CRM database management and integrity - Process competition entries and results; including data entry and checking of validity - verifying exhibitor entries.
* Attending to phone calls and emails for functions, competitions and other areas of the organisation where necessary
* Managing guest lists and administrative duties for RASV functions
* Input exhibitor, judge, steward and sponsor details and results, general data maintenance including updating: classes, tasting orders and judging panels etc. (CRM database)
* Generate and format competition and Award program documents within prescribed timeframes, including; schedules (conditions of entry, OB pages, specifications including prizes and supporters) entry forms, exhibitor information, catalogues and results catalogues
* Preparation and printing of judging sheets, cabinet cards, letters, certificates and other exhibitor communications
* Generate reports to ensure prize monies are processed and paid and close out activities completed in accordance with guidelines
* Preparation of standard documents such as; reports, presentations and correspondence.
* Preparation of content for publishing (website and show guide, etc.)
* Preparation of exhibitor packs as required;
* Support heritage area with superior administration, through website updates, uploads etc.
* Procurement support, including obtaining quotes and completing purchase orders as required.
* Compilation and sourcing of central purchasing orders - prizes, trophies, ribbons, sashes, rosettes, equipment, food and beverage, judge’s gifts, etc.
* Liaise with stakeholders and attend to telephone and email enquiries providing initial information and advice as required
* Assist with bulk mailings and maintain mailing lists
* Provide back up and support for the Reception area as required or rostered
* As part of a continuous improvement program, document and review function and competition processes to ensure a streamlining of processes and increased efficiency
* Undertake project work and other activities to support the team as required
* Membership assistance – process all applications, print and mail cards, attend emails, phone calls and all correspondence
* Assist with the administration and delivery of functions and competitions on the ground during events.
* Be available to work outside of normal working hours for functions if required

**Key competencies of the role:**

* Previous experience in office and/or event administration procedures with high level skills in the use of the Microsoft Office suite of applications (particularly Word, Excel and CRM)
* Experience in formatting publications would be highly desirable
* Ability to produce a range of standard written documents, providing clear information and using language appropriate to the audience
* Excellent interpersonal and verbal communication together with first class customer service skills
* Excellent organisation and time management skills with the ability to meet tight deadlines
* Confident problem solving and numeracy skills
* Ability to work autonomously on projects and / or within a team as required
* The ability to take on a variety of tasks and swap between tasks as required

# Results and process oriented with a focus on continuous improvement

* A knowledge of the Royal Melbourne Show, events, competitions and or agriculture would be highly desirable
* Past attendance at Royal Melbourne Show, RASV or industry events (e.g. Affiliated agricultural shows) would be an advantage
* Drive and initiative with a strong work ethic and a commitment to being the best you can be with a can-do attitude.
* Flexible and cooperative attitude along with a willingness to support and adapt to change
* Collaborative, open and engaging demeanour
* High level of attention to detail
* A professional telephone manner
* Enthusiastic, highly motivated and energetic with a sense of humour
* Diligent, punctual & reliable

**Organisation compliance:**

* All employees are required to have and maintain a current Working with Children Check
* Be available to work the 11 days of the Royal Melbourne Show
* Work additional hours in the lead up and during events
* Adhere to RASV’s Code of Conduct, policies and values.
* A current full driver’s licence is required