



ROLE DESCRIPTION

ROLE TITLE: Hospitality and Experiences Coordinator **AGENCY:** South Australian Motor Sport Board
CLASSIFICATION: ASO4 **BUSINESS UNIT:** Commercial
ROLE NUMBER: P68637

REPORTS TO: Commercial Director

ROLES REPORTING TO THIS ROLE: Nil

BUDGET: Nil

ROLE PURPOSE:

The Hospitality and Experiences Coordinator supports the delivery of corporate hospitality and experiences across SAMSB events. The role contributes to the coordination of sales administration, client servicing and event delivery activities, ensuring hospitality offerings are delivered accurately, on time and in line with agreed standards.

Working as part of the Commercial team, the role provides operational support to the Hospitality & Experiences Manager and assists in delivering high-quality client experiences across multiple major events.

KEY OUTCOMES OF ROLE:

1. Support the coordination of corporate hospitality packages, including bookings, allocations, documentation and client requirements.
2. Assist with the management of hospitality enquiries, preparing information and supporting the conversion of enquiries into confirmed bookings.
3. Maintain accurate client records and support communication with clients to ensure a consistent and professional service experience.
4. Assist in the delivery of hospitality experiences at events, including coordination of materials, schedules and on-site support.
5. Maintain hospitality systems, databases and records, ensuring accuracy of bookings, financial data and client information.
6. Support invoicing, payment tracking and debtor follow-up activities in line with established processes.
7. Acts as the first point of contact with internal teams and suppliers to support the delivery of hospitality products and services.
8. Identify and contribute to improvements in processes, systems and client experience delivery.
9. Provide administrative and coordination support to the team and business unit as required, responding to emerging priorities and ensuring activities are progressed efficiently and in line with business needs.

KEY RELATIONSHIPS / INTERACTIONS:

- Hospitality & Experiences Manager – task coordination, priorities, escalation
- Commercial Team – integrated delivery, information sharing
- Clients and Corporate Customers – bookings, enquiries, service support
- Suppliers and Contractors (e.g. catering, event services) – coordination of hospitality delivery requirements

SPECIAL CONDITIONS:

- Applicants will be required to work extended hours leading into and during major events.
- Applicants will be required to undergo the appropriate and relevant Employment Screening Assessment(s) required for this role in line with the DPC Employment Screening Policy.
- This role requires (please select those relevant for the role):
 - ☒ Nationally Coordinated Criminal History Checks (NCCHC) (required for all roles)
 - ☐ Working with Children Check
 - ☐ Security Clearance (including Baseline, Negative Vetting Level 1, Negative Vetting Level 2, Positive Vetting)
- The Incumbent will be required to participate in the department's Performance Management Program.
- The Incumbent may be assigned to another position at this remuneration level or equivalent.

**KEY SELECTION CRITERIA:**

- Demonstrated experience in administration, coordination or customer service roles, ideally within events, hospitality or commercial environments.
- Strong organisational skills with the ability to manage multiple tasks and meet deadlines.
- Well-developed written and verbal communication skills, with the ability to engage professionally with clients and stakeholders.
- Ability to work effectively in a team environment and contribute to shared outcomes.
- Experience maintaining systems and records with a high level of accuracy and attention to detail.
- Demonstrated ability to follow processes and support financial administration activities.
- Ability to work under direction in a fast-paced environment, including during major events.
- Relevant qualification or study in business, events, hospitality or a related field (desirable).
- Experience and enthusiasm for motor sport environments and/or major events is highly desirable.

PURPOSE

- Making a difference so South Australia thrives

VISION

- The Heart of government

DPC VALUES

- Curious
- Courageous
- Connected

SOUTH AUSTRALIAN PUBLIC SECTOR VALUES

- | | |
|-------------------|--------------------------------|
| ▪ Trust | ▪ Collaboration and Engagement |
| ▪ Service | ▪ Honesty and Integrity |
| ▪ Professionalism | ▪ Courage and Tenacity |
| ▪ Respect | ▪ Sustainability |

CORPORATE RESPONSIBILITIES

Incumbents are responsible for:

- Keeping accurate and complete records of business activities in accordance with the *State Records Act 1997*.
- Maintaining a commitment to the [Public Sector Act 2009](#), [The Code of Ethics for the South Australian Public Sector](#), and the legislative requirements of the *Public Sector Act 2009* and [Work Health and Safety Act 2012](#).
- Creating and maintaining a diverse, accessible, inclusive and culturally safe workplace to enable us to reflect our community.
- At all times acting in a manner that is non-threatening, courteous, respectful, and consistent with DPC's accreditation as a White Ribbon workplace.
- Demonstrating a genuine commitment to Reconciliation, and the achievement of Reconciliation Action Plan outcomes.

**CORE COMPETENCIES & ASSOCIATED BEHAVIOURS EXPECTED AT THIS CLASSIFICATION****Holds Big Picture View at Local and Individual Level**

- ☐ Sees the big picture and understands how their work contributes to the strategic direction
- ☒ Understands and supports organisational goals and business objectives
- ☒ Responds in a positive and flexible manner to change and uncertainty
- ☒ Identifies, defines and solves problems that may impact on own work objectives
- ☒ Demonstrates an understanding of both internal and external factors and influences that may affect own work outcomes

Achieves Results

- ☒ Understands individual and team capabilities and makes effective use of own capabilities
- ☒ Takes into account the associated advantages and disadvantages of a range of options to deliver the best results
- ☒ Understands how work practices are governed by Public Sector legislation, regulations and policies
- ☒ Sees work tasks through to completion with agreed timeframes to achieve quality outcomes
- ☐ Applies specialist expertise of self and others to achieve business outcomes

Promotes Business Excellence

- ☒ Provides support to implement new innovative initiatives and promotes change
- ☒ Gathers and investigates information from diverse sources to keep abreast of new developments and changes in the Public Sector environment
- ☒ Seeks out and participates in learning opportunities. Understands and acts on constructive feedback and works towards agreed performance standards
- ☒ Promotes a strong customer service culture by understanding needs
- ☒ Assists and supports financial monitoring, procurement and contract procedures

Builds Positive Working Relationships

- ☒ Listens to and considers different ideas and discusses issues credibly and thoughtfully. Identifies other people's expectations and concerns
- ☒ Can identify conflict in situations and acts sensitively, objectively and constructively to de-escalate conflict
- ☒ Works collaboratively and shares information with own team and seeks input from others
- ☒ Builds and sustains positive relationships with team members, stakeholders and clients
- ☒ Confidently communicates messages in a clear and concise manner using appropriate language

Displays Personal Drive and Professionalism

- ☒ Acts with integrity & promotes consistency among principles, organisational values and ethical behaviour
- ☐ Provides impartial and forthright advice. Challenges issues constructively and justifies own position when challenged. Acknowledges mistakes and learns from them
- ☒ Persists and focuses on achieving objectives in difficult circumstances responding in a positive and controlled manner
- ☒ Self evaluates performance & seeks feedback from others. Recognises how behaviour impacts on others
- ☒ Committed to self development
- ☒ Contributes to a culture that values and respects diversity and models this in all interactions
- ☒ Ensures standards for the safety and wellbeing of self and others are maintained