

Job Title:	Event Services Manager (Contract)	Department/Group:	Event Services / Operations
Reports to:	Operations Director	Location	Sydney
Contact:	Alice McCann Head of Event Services	Number	0481 123 988
Applications Close	30 June 2024	Start Date	ASAP
Event Website(s)	https://sydney-marathon.com/ https://www.bonditomanlyultra.com/		

Organisation Profile

One of the most highly regarded event management organisers in Australia, Pont3 are responsible for delivering some of Australia's largest mass participation events. Our varied portfolio of events includes both owned and third-party event management.

- Sydney Marathon (Abbott World Marathon Major Candidate Race) (owned)
- Real Insurance Sydney Harbour 10&5k (owned)
- Johnson & Johnson Bondi to Manly Ultra (third party)
- One Door Wellness Walk (third party)
- GIO Oz Day 10k Wheelchair Race (third party)
- Lunar New Year Dragon Boat Racing (third party)

Pont3's vision is inspiring activity to view sport as a force for good. Diversity, inclusion, and wellbeing are at the heart of our events, and we want to ensure these are at the heart of our company. We strongly value diversity and recognise that true inclusion provides alternate perspectives, lived experiences and ideas.

Pont3 has a strong team culture where we support each other and celebrate our team's achievements, which leads to a great working environment.

Role Purpose

Pont3 is seeking an experienced Event Services Manager as a maternity leave cover over a 5-month period (June – November 2024, including a handover period with the current Head of Event Services). Events that will be focused on are the Sydney Marathon & Bondi to Manly Ultra

As the Event Services Manager, you will play a pivotal role in ensuring the smooth execution of Pont3's events by overseeing the various aspects of event services. This multifaceted role requires strong leadership skills, exceptional organisational abilities, and a keen eye for detail. You will be responsible for leading the Event Services Team, ensuring the effective recruitment and management of volunteers and workforce, supervising registration & customer service, overseeing the Pace Team, and managing the Elite Athlete Services team for both able-bodied and wheelchair athletes. The role also involves coordinating procurement, planning and executing event signage, overseeing logistics, ensuring the delivery of access and inclusion plans, and managing hospitality and catering services.

Key Responsibilities

1. Manage the Event Services Team

- Lead, motivate, and support the Event Services Team to ensure the successful delivery of all event services.
- Conduct regular team meetings to monitor progress and address any issues.
- Oversee the delivery and execution of the Volunteer & Workforce Program.
- Oversee the registration process to ensure a smooth and efficient experience for participants.
- Manage the customer service team to handle inquiries, complaints, and feedback professionally.
- In collaboration with the Pace Team Coordinator, develop pacing briefings to ensure pacers are well-prepared for the event.
- Oversee the accreditation process and work collaboratively with the Accreditation Manager.

2. Manage the Elite Athlete Services Team

- Oversee the Elite Athlete Services team to ensure all needs of able-bodied and wheelchair athletes are met.
- In conjunction with the Elite Athlete Manager, coordinate athlete logistics, including accommodation, transportation, and on-site support.
- Ensure high standards of care and service for all elite athletes.

3. Procurement

- Manage the procurement process for all event-related goods and services.
- Negotiate contracts with suppliers and vendors to secure the best terms.
- Ensure timely delivery of all procured items.

4. Signage Planning & Execution

- Plan and coordinate all event signage, ensuring clear and effective communication.
- Work with design teams to create signage layouts and content.
- Oversee the installation and removal of event signage.

5. Logistics

- In collaboration with the Logistics & Aid Station Contractor, oversee the logistical aspects of the event, including transportation and equipment.
- Develop and implement logistics plans to ensure the smooth operation of the event.
- Coordinate with vendors, suppliers, and contractors to ensure all logistical needs are met.

6. Ensure Delivery of Access & Inclusion Plans

- Implement and monitor access and inclusion plans to ensure the event is accessible to all participants.
- Work with relevant stakeholders to ensure compliance with accessibility standards.
- Address any accessibility issues promptly and effectively.

7. Hospitality & Catering Management

- Coordinate hospitality and catering services for the event.
- Work with catering companies to develop menus and service plans.
- Ensure high standards of food quality and service for all event participants and guests.

Essential criteria

- Proven experience (5+ years) in event management, preferably in large-scale / mass participation events.
- Strong leadership and team management skills.
- Excellent organisational skills with attention to detail and ability to multitask in a fast-paced environment.
- Strong communication and interpersonal skills.
- Ability to work under pressure and meet tight deadlines.
- Well presented, level-headed, and calm demeanor.
- Fluent in English with strong communication skills both written and verbal.

Personal attributes

- Passion for events and sports.
- High level of professionalism and integrity.
- Detail-oriented and proactive.
- Strong problem-solving skills.
- Ability to work collaboratively in a team environment.

Working conditions

- This role requires flexibility, including the ability to work evenings and weekends as needed.

- The position involves both office-based work (Sydney CBD) and on-site event management.
- Some physical activity may be required during event setup and execution.

Applicants MUST have the right to work in Australia.

Applications close 5pm, Friday 28 June 2024. Please submit your resume to alice@pont3.com

If you have any specific questions about the role or Pont3, feel free to call Alice on 0481 123 988.