POSITION DESCRIPTION

POSITION TITLE: Events and Finance Officer
CLASSIFICATION LEVEL: Bond Level 3
SCHOOL/OFFICE: Office of Commercial Services
DATE POSITION CLASSIFIED/UPDATED: January 2015

PURPOSE OF THE POSITION:

The Events and Finance Officer will be responsible for finance administration and other general administration tasks related to the day to day tasks associated with events and conferencing. The position will liaise with internal and external clients in relation to events administration and provide financial support to the events team including accounts receivable and expense claims.

REPORTING RELATIONSHIP:

This position reports directly to the Central Events Manager.

Diagram:

```
  Director of Commercial Services
     
    General Manager – Events
       
      Central Events Manager
         
    Events and Finance Officer
```
**SELECTION CRITERIA:**

- A minimum of two years relevant experience in an administration role with a finance focus.
- A working knowledge of financial practices, for e.g. purchase orders, credit card reconciliation and budgets.
- Experience in the use of Finance systems and software including experience with data entry, data checking and database maintenance, queries and running a range of reports
- Demonstrated high-level of computer literacy in operating Microsoft Excel, Word, presentation and database computer programs
- Well-developed planning and organisational skills with demonstrated ability to manage a range of projects concurrently, including the ability to coordinate large numbers of staff and contractors and set priorities associated with effective operations and outcomes of medium to large scale events
- Excellent attention to detail
- High level of written and oral communication and networking skills including the ability to liaise, negotiate and consult with a broad range of stakeholders and clients
- Ability to work under pressure and within specific deadlines

**DESIRABLE CRITERIA:**

- Experience in Finance One
- Previous experience in conferencing and events administration

<table>
<thead>
<tr>
<th>COMPETENCY</th>
<th>RESPONSIBILITY</th>
<th>PERFORMANCE INDICATORS</th>
</tr>
</thead>
</table>
| Financial Administration | - Create and issue Purchase Orders for the Central Events team  
- Receipting of purchase orders from across the Central Events team.  
- Management of the Central Events team credit card  
- Management of miscellaneous financial administration  
- Ensure that the Central Event stationary is up to date and under budget  
- Process Central Events monthly reporting, reconcile credit cards and cab charge accounts  
- Create, deliver and ensure terms and conditions are signed and deposits secured and final payment method is agreed with the customer as per Bond University policy  
- Coordinate and Issue external client invoices  
- Compile final charges for each function and prepare for the Finance Department  
- Establish credit facilities where necessary  
- Data entry and reconciliation of all cashier summaries from all F&B outlets and liaising with both cashier office and F&B Manager  
- Assist with any miscellaneous financial administration | - Ensure all work tasks are completed on time  
- Maintain all filing systems to a high standard  
- Up to date in all reporting  
- Purchase Order are managed and current |
<table>
<thead>
<tr>
<th>General Administration</th>
<th>Customer Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>▪ Answer phone calls and incoming queries for Events Centre</td>
<td>▪ Perform all duties in a timely and competent manner.</td>
</tr>
<tr>
<td>▪ Prepare daily events calendar for the next working day</td>
<td>▪ Maintain banquet diaries and client files to the highest standard with latest up to date information</td>
</tr>
<tr>
<td>▪ Ensure event amendments are received by appropriate offices on a daily basis</td>
<td>▪ Maintain database, functions forecast calendar, daily events calendar</td>
</tr>
<tr>
<td>▪ Communicate event details to operations departments through BEOs, and Pre-event meetings when needed</td>
<td>▪ Creating Banquet Event Orders within 24 hours of receiving enquiry</td>
</tr>
<tr>
<td>▪ Assist with general event administration for both internal and external clients</td>
<td>▪ For external clients follow up on all enquiries and proposals within 24 hours</td>
</tr>
<tr>
<td>▪ Maintain a client contact database</td>
<td>▪ Ensure best practice is followed</td>
</tr>
<tr>
<td>▪ Process Facilities Management (INFRAS) requests</td>
<td>▪ Coordinate with operations department to solve problems and/or suggest alternatives to previous arrangements</td>
</tr>
<tr>
<td>▪ Create and issue Banquet Event Orders</td>
<td>▪ Works closely with Banquet department to enable them to build a strong team and therefore deliver a high standard of service</td>
</tr>
<tr>
<td>▪ Type event menus, event signage, filing, etc.</td>
<td>▪ Works closely with Banquet department to create policies and procedures to ensure positive outcomes for events</td>
</tr>
<tr>
<td>▪ Create, issue and follow up on Proposals, Terms and Conditions, deposits, invoices</td>
<td>▪ Work closely with staff in all areas of Bond University Events Centre to ensure staff are motivated and working to their full capacity</td>
</tr>
<tr>
<td>▪ Basic administration and update of websites</td>
<td>▪ Provide a professional, polite and enthusiastic service to all clients</td>
</tr>
<tr>
<td>▪ Basic administration and update of websites</td>
<td>▪ Ensure all work tasks are completed on time and to agreed quality levels</td>
</tr>
<tr>
<td>▪ Perform all duties in a timely and competent manner.</td>
<td>▪ Courteous and professional interaction with all internal and external customers.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Continuous Improvement</th>
<th>Understanding of Quality Assurance</th>
</tr>
</thead>
<tbody>
<tr>
<td>▪ Identify ways to improve current work processes in order to establish more streamlined practices and improved customer outcomes.</td>
<td>▪ Staff should demonstrate an understanding of the principles of quality assurance and continuous improvement as they apply at Bond University.</td>
</tr>
<tr>
<td>▪ Contribute to improvements in the Event Centre Administration team with a focus on efficiency and customer service.</td>
<td>▪ Staff is expected to demonstrate an ongoing commitment to the Bond University Strategic Plan, university policy and to our quality assurance processes.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Understanding of Cultural Sensitivity</th>
<th>Understanding of Quality Assurance</th>
</tr>
</thead>
<tbody>
<tr>
<td>▪ Staff will come into contact with staff and students from a variety of cultural backgrounds. It is expected that mutual respect, cultural awareness and cultural sensitivity will form the basis of the professional working relationship.</td>
<td>▪ Staff should demonstrate an understanding of the principles of quality assurance and continuous improvement as they apply at Bond University.</td>
</tr>
<tr>
<td>▪ Staff is encouraged to attend a cultural sensitivity workshop to further enhance and develop cultural awareness and cultural sensitivity skills.</td>
<td>▪ Staff is expected to demonstrate an ongoing commitment to the Bond University Strategic Plan, university policy and to our quality assurance processes.</td>
</tr>
</tbody>
</table>

It is not the intent of this position description to limit the scope of this position in any way but to give an overview of this role at Bond University. You may at times be required to work at other tasks and areas as directed by the General Manager – Events, Central Events Manager or Events Sales Manager.

---

Position Held by: 

Signed: 

Date: 

---