



# POSITION DESCRIPTION

HRF001:

Date: August 08

Approved by:

<b>Position Title:</b>	Event Booking Management System (EBMS) Project Officer
<b>Department:</b>	Commercial Operations
<b>Classification/Level:</b>	Job Grade 8 (\$53,330 - \$65,183 plus super)
<b>Contract Tenure:</b>	12 months full time
<b>Reports to:</b>	Management Information Systems Executive
<b>Significant working relationships:</b>	Manager, Commercial Operations Project Manager
<b>Decision Making/Purchasing Authority:</b>	\$5,000
<b>Special Conditions:</b>	After hours work may be required from time to time.

<b>Information on Adelaide Festival Centre</b>	The Adelaide Festival Centre is central to the Arts in South Australia and an integral part of community life in the State. The AFC welcomes the community, artists and companies and provides arts leadership in SA. We celebrate and showcase Australian artistic achievements, develop them for a world audience and bring stimulating ideas and projects to our state.
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<b>Department Overview</b>	<p>The Adelaide Festival Centre Trust currently operates the General Information System (GI) to support booking of our venues including other associated venues incorporating exhibition areas and eateries. It is accessed by over 300 staff daily to enquire on information necessary to perform their duties.</p> <p>Although the system has in the past provided a good tool to support the booking of venues, it is currently unreliable, slow and does not adequately support the current business process efficiently or effectively. Consequently, the objective of this project will be to implement a state of the art EBMS system application and update associated work practices and processes to ensure maximum benefit is gained from the new system and to facilitate management strategies and objectives.</p>
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**Summary of Key Purpose:**

Reporting to the Project Manager, this position has responsibility for the overall successful implementation and delivery of 'front end' Event Management systems (EBMS) for use across the Creative Programs, Venue & Production Services, Marketing and Corporate Relations, Development and Finance Departments within the Adelaide Festival Centre.

The EBMS Project Officer is responsible for facilitating consistency of use of the new event management system (EBMS) across the nominated departments within the AFCT.

This position will assist in the investigating and development of the most appropriate strategy for delivering EBMS as a whole of organisation core business tool; and promote integration with other systems where appropriate and beneficial.

This position requires the Project Officer to be flexible and mobile, working in collaboration with Corporate Services and other project team members in servicing the needs of all Festival Centre departments during implementation of EBMS.

The position is involved in supporting the project manager in ensuring that all project activities are managed to completion, risks are identified, quantified and risk mitigation plans developed, the impact of changes to procedures and processes assessed and deputising for the project manager in his absence.

<b>Key Result Area / Accountabilities: (This position will:)</b>	<b>KPI / Measurement: (How this will be measured:)</b>
Develop and establish an implementation plan for the implementation of EBMS as a whole of organisation core business system	Sign off achieved
Create and manage authorised access to the EBMS system to maintain data integrity, during implementation	Every user on the system has been assigned an appropriate access level and signed off by relevant authority
Provide ongoing support, advice and training to EBMS users, during implementation to ensure maximum and consistent usage of the system	Appropriate support provided and meeting project objectives.
Develop training plans and maintain training materials and resources, in collaboration with Corporate Services and other project members	Sign off achieved
Implement core modules and ensure integrity of data and information at all times, in collaboration with other team members	No issues with integrity of data and information to date
Identify further uses of the system and make appropriate recommendations on how to expand the use of EBMS	Report prepared and recommendations received and signed off by appropriate authority
In conjunction with IT, schedule and coordinate system upgrades during the implementation of the EBMS system	Change management procedure developed and implemented and signed off by appropriate authority
Actively participate in related discrete projects	Evidence provided via assigned projects, meeting designated timelines
Liaise with IT to ensure EBMS is appropriately supported and that approved interfaces to other applications in use at the Adelaide Festival Centre are established and operational	Support provided at agreed service levels. Approved interfaces implemented.
Liaise with other project members to ensure that EBMS usage is organisation wide, effective, consistent and achieves the project objectives and deadlines	Team working effectively meeting project objectives within designated timelines
Maintain advantageous relationships with the EBMS user networks in Australia and overseas	Evidence of contacts made and available on system
Lead and participate in Adelaide Festival Centre internal workgroups to ensure the continued review and improved usage of EBMS during the implementation phases of the project	Appropriate support, advice and training provided as per agreed objectives with increased numbers of staff effectively using EBMS as they come on line, meeting project targets.
Deputise for the project manager at meetings that he is unable to attend	2IC role effectively undertaken when required
Abide by all AFC policies and procedures including OHSW, Customer Service and Records Management.	Understanding of policies and procedures demonstrated regularly through assistance provided to staff and appropriate behaviours
Other duties as required	Responsibilities undertaken efficiently and within agreed timeframes.

## Corporate Values:

Value:	Detail:	Measurement:
1. We believe in the arts.	1. They are essential for a vibrant and healthy community. We provide an important service to the public.	1. Demonstrated passion for the arts
2. We are a leader in the arts.	2. We are proud of the leadership role we play in the arts.	2. Contribution to the promotion and achievement of the centre
3. We value our customers.	3. They are critical to our success. We respect, listen to and work with our customers and the community.	3. Demonstrated ability to provide outstanding customer service to both internal and external customers.
4. We achieve through teamwork.	4. By working as a team within the centre and actively seeking partnerships with other companies our achievements will be strengthened.	4. Strong commitment to teamwork and positive contribution to a cohesive team environment.
5. We support and value our employees.	5. It is integral to our success that employees feel supported, valued and acknowledged.	5. Demonstrated respect and professional behavior to others.
6. We believe in growth through improvement	6. Learning about new ways to improve our work will benefit the Centre and the community.	6. Demonstrated ability to review and improve the tasks and functions undertaken.

<b>Key Competencies:</b>	<b>Requirement:</b> (Essential / Highly desirable / Desirable)
<b>Qualification/Education</b>	<b>Qualification/Education</b>
Relevant tertiary qualification	<i>Highly desirable</i>
<b>Knowledge/Skills/Abilities</b>	<b>Knowledge/Skills/Abilities</b>
Well developed understanding of the strategic role of event management across a multi space / multi disciplined organisation	<i>Essential</i>
Proactive, highly organised and consultative	<i>Essential</i>
Well developed interpersonal skills to negotiate work and performance plans, motivate, encourage and support team members, and to provide regular and timely feedback on performance	<i>Essential</i>
Accountable for the integrity, reliability and validity of the advice provided. Able to seek and use advice, information and opinion from others in forming the advice	<i>Essential</i>
Well developed written and oral communication skills in order to obtain the co-operation and assistance of others to resolve administrative or operational issues; the ability to persuade and influence effectively at all levels is also required	<i>Essential</i>
Demonstrated ability to embrace, keep abreast of and use technology for continual improvement	<i>Essential</i>
A commitment to the delivery of service excellence to internal and external clients	<i>Essential</i>
Ability to multi-task and work in / with multi-disciplinary teams	<i>Essential</i>
Experience in a range of challenging projects and/or coaching from specialist or senior managerial staff	<i>Highly desirable</i>
Proven ability to deliver innovative solutions	<i>Highly desirable</i>
Proficiency in applying established professional or commercial disciplines	<i>Desirable</i>
Experience in work planning, scheduling, evaluation of area outcomes, designing work practices and managing workflows and the quality of work produced	<i>Desirable</i>
Ability to successfully manage projects	<i>Desirable</i>

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Signature of Incumbent:

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Signature of Manager:

Date:.....

Date:.....