

POSITION DESCRIPTION

JOB TITLE	Event Manager
BUSINESS UNIT	UNE Life Food & Beverage outlets
REPORTING TO	Head, Business Development & Digital Operations
LOCATION	Armidale, NSW
AWARD COVERAGE	Award Free
DATE	November 2025
JOB CODE	EV02

PURPOSE OF THE POSITION

The Event Manager plays a key role in delivering exceptional event and hospitality experiences that align with UNE Life's strategic objectives. With a strong focus on service excellence, this position is responsible for the professional coordination and execution of events and catering services.

This role works closely with internal and external stakeholders to drive business outcomes, manage staff performance, and achieve service and sales targets. It requires strong leadership, attention to detail, and a proactive approach to ensuring smooth and successful event delivery.

Key responsibilities include managing the events and catering team, ensuring a high standard of event planning and execution, with a key focus on networking, financial sustainability, business relationship management and strategies for growth.

ORGANISATIONAL CONTEXT

We are a wholly owned, not-for-profit entity of the University of New England (UNE) independently governed by a Board of Directors and led by a Chief Executive Officer. Put simply, we are a company that is also part of the University family.

Our mission at UNE Life is to provide an outstanding experience both on, and off our University campuses.

We are the bridge between the University and its many communities. We are a team that gets things done together with a focus on honesty and respect for one another.

One of our bigger success measures revolves around our commitment to quality service for the UNE and the wider community. We offer a unique set of services which are divided across 6 focus areas, these include:

- Student Experience – includes clubs & societies, our student-powered radio TuneFM, our independent student Advocacy & Welfare Services, and specific events & activations from orientation, to graduation.

- Commercial Services - includes our retail outlets, food & beverage services, event management & catering.
- SportUNE – includes our state-of-the-art community gym, on-campus sporting facilities, and recreational facilities/activities.
- Safety, Security & Information - includes around-the-clock security services for the University.
- Corporate Services – includes Finance, People & Culture, Branding & Marketing, IT Management, and Contract Management.
- Health – includes UNE Life Healthcare Centre and other health services/programs.

UNE LIFE VALUES

We believe our values reflect who we are as a team. Alignment with these values is key to your success with UNE Life.

- Honesty – transparency builds trust
- Respect – yourself, others, and all we do
- We are a team – we get things done, together
- Never settle – we live for continuous improvement
- Surpass expectations – we focus on customer satisfaction
- We're committed – we do what we do because we believe in it.

KEY ACCOUNTABILITIES

1. Build and maintain strong relationships with internal stakeholders, the University of New England and external partners, including clients, suppliers, service providers, and key contacts, to ensure alignment and integration with organisational objectives.
2. Conceptualise, plan, and deliver high-profile events with creativity and flair, enhancing the reputation of UNE Life, and related community engagement initiatives.
3. Contribute to the strategic planning of the events portfolio, identifying opportunities for innovation, creativity, and growth that align with broader organisational objectives.
4. In collaboration with the internal stakeholders, assist with staff management, and professional development of staff.
5. In collaboration with the internal stakeholders, oversee stock management, including product ranges sourcing at competitive prices, and merchandising,
6. Ensure all event venues and activation areas are maintained to the highest standard of presentation, cleanliness, and organisation, providing an exceptional experience for clients and guests.
7. Oversee all aspects of event and catering logistics, ensuring planning, and execution, is managed to the highest standard.
8. Manage all financial components of all events ensuring profitability and allowing for growth.



9. Maintain and manage accurate records within the event and catering systems.
10. Analyse event data and feedback to measure success, identify trends, and prepare post-event evaluation reports with recommendations for improvement.
11. Ensure strict adherence to all compliance, WHS, and food safety requirements, as well as insurance, risk management, and relevant legal obligations.

Note: It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the key responsibilities of the position. The responsibilities listed above may be altered in accordance with the changing requirements of the role.

SPECIAL REQUIREMENTS

1. Demonstrated ability to be flexible, to work proactively and cooperatively in a small team, and to build productive working relationships.
2. Current NSW driving licence and the ability to travel between sites as required.
3. Responsible Service of Alcohol – maintain a current competency card.
4. Maintain current First Aid certification.
5. Act as an Emergency Warden (training provided).
6. Act as Food Safety Supervisor.
7. Willingness to undertake Liquor Licensee training (ALT) and be appointed as a Liquor Approved Manager
8. Position may require evening/weekend availability during peak periods; TOIL per policy; regional travel as required

KEY RELATIONSHIPS

Direct Reports:

- Events & Catering Coordinator
- Food & Beverage Attendants
- Volunteers

External Stakeholders

- Suppliers
- Clients
- Service Providers



- UNE staff and students
- Contractors, etc

Internal Stakeholders:

- UNE Life Colleagues

SELECTION CRITERIA

1. Relevant tertiary qualifications and/or equivalent experience, with a proven track record in organising successful events.
2. Highly developed IT skills, including Office365, event systems, and relevant industry tools.
3. Knowledge of, and demonstrable experience complying with, legislative obligations including Safe Food Handling standards and RSA, or a willingness to learn and obtain as required.
4. Excellent interpersonal, negotiation, listening, and communication skills, with the ability to build and maintain networks, engage stakeholders from diverse backgrounds, and foster productive working relationships.
5. Strong organisational skills, with the ability to prioritise tasks, manage workloads, and meet multiple or conflicting deadlines both independently and collaboratively.
6. Proven ability to apply innovative thinking, critically evaluate alternatives, and implement effective solutions to operational and event-related challenges.
7. Business acumen including demonstrated experience in operations and staff management, maintaining high-quality workflow and effective teamwork.
8. Professional, well-presented, and motivated, with a strong work ethic, the ability to perform well under pressure, and a positive, can-do attitude.

POSITION DIMENSIONS

Work Health and Safety Statement

Cooperate with all health and safety policies and procedures and take all reasonable care to ensure actions do not impact on the health and safety of staff, students, visitors and members of the public.

Equal Employment Opportunity

Ensure that the principles of equal employment opportunities are implemented promoted and adhered.

EMPLOYMENT AGREEMENT

As the incumbent of this position, I have read the position description, understand its contents and agree to work in accordance with the requirements of the position.



Signatories	Name	Signature	Date
Staff member			
Supervisor			