

POSITION DESCRIPTION

Title	Senior Project Officer	Location	South Brisbane
Reports to	General Manager Business Strategy	Expenditure level	n/a
Prepared by	Catherine Kristensen	Date	September 2019

PRIMARY OBJECTIVES

Undertake major event management for the Queensland Tourism Awards which will include co-ordination of the nomination, submission, judging and event management process for the Queensland Tourism Awards (QTA).

PRIMARY DUTIES & RESPONSIBILITIES

- Relationship management
- Liaise with internal and external partners of project
- Maintain and establish corporate partnerships
- Update and prepare reports and management files for projects and services.
- Ensuring deadlines are recorded and actioned in a timely manner throughout projects.
- Provide administrative and project support, including:
 - Responding to queries and providing information required across agreed projects and functions for internal and external stakeholders
 - Coordinating meetings, attending and taking meeting minutes and following up actions as required.
 - Coordinating and booking travel arrangements
- Work flexibly and cooperatively with QTIC staff and a wide range of partners to ensure that information is developed and delivered in an appropriate and timely manner.
- Develop and maintain a proactive and responsive relationship with members and corporate partners
- Develop, negotiate and maintain relevant services and deals for members and corporate partners
- Identify member needs and assist them with information, resources and other support to encourage participation in the QTA.
- Maintenance of membership database

JOB SPECIFIC CAPABILITIES

- Event management skills
- Well-developed written and oral communication skills
- Liaise with stakeholders
- Business writing skills including compilation of meeting papers, reports and presentations.
- High level competency with Microsoft Office suite software.
- Well-developed organisational and time management skills.
- Demonstrated ability to multi-task, prioritise and handle competing deadlines.
- Demonstrated ability to work individually and as part of a team.
- Demonstrated success in providing excellent customer service.
- Excellent professional judgment and the ability to maintain confidentiality.
- Demonstrated sound working knowledge of the tourism industry

- Ability to maintain confidentiality and present unbiased information
- Limited travel may be required and some work outside of office hours
- Tertiary degree in a tourism and events management
- Demonstrated skills and knowledge of major event management
- Budget management

KEY RELATIONSHIPS

Internal

- QTIC team,
- QTIC members; and
- QTIC corporate partners, consultants and suppliers

External

- Event producer
- National, regional and local tourism organisations
- State and federal government agencies and stakeholders
- Sectoral Associations
- Industry and other stakeholders as required

SKILLS, KNOWLEDGE AND PERFORMANCE AREAS:

Business Ability

- Demonstrates accuracy in all work.
- Provides reliable and consistent quality of work.
- Demonstrates sound ability to prioritise and manage workload.
- Being committed to continuous improvement.

Self Leadership/Management:

- Understands the vision, goals and directions of QTIC.
- Establishes goals in line with corporate objectives.
- Demonstrates capacity to work with independence, flexibly and initiative however accepts guidance.
- Seeks and takes opportunities to develop personal and professional skills, knowledge and attributes to achieve performance expectations.
- Adheres to all company policies and procedures.

Team Orientation

- Works cooperatively, consultatively, proactively and professionally.
- Understands team roles, responsibilities and expectations.
- Identifies and works towards team goals.
- Demonstrates a commitment to QTIC values.

Relationship & Service

- Committed to assisting and servicing others including the effective transfer of information to other team members.
- Deals with internal and external information requests efficiently.
- Demonstrates tact and discretion in all dealings.
- Able to complete projects successfully and on time.