

Role Title:	Field Events Coordinator
Department/ Team:	Mission Support
Location:	Brisbane Office
Reports to:	Field Support Manager

SU QLD Vision & Mission

Our **mission** is to bring God's love, hope and good news to children and young people and their families.

Our **vision** is to see each child and young person connected and supported in community, serving others, and experiencing fullness of life.

SU QLD is an inter-denominational Christian organisation which has worked in schools for more than 80 years and has successfully employed chaplains since 1990. We have more than 700 people and a highly valued network of 3500 volunteers.

All SU QLD staff and volunteers are empowered and equipped to champion a child safe culture in bringing hope to a young generation.

Purpose of Role

The purpose of this role is to provide process, administrative and operational system support to the Mission Delivery team including volunteers, school chaplains and Field Managers.

The incumbent will contribute to the nurturing of a child safe culture and working environment.

Key Relationships

Internal	<ul style="list-style-type: none">● Shared Services Team● Mission Support Team● Mission Delivery Team
External	<ul style="list-style-type: none">● Chaplaincy Volunteers● Camp and Events Volunteers● School Principals/Business Managers (BM)● Members of the community

Key Accountabilities	
Accountability areas	Responsibilities
1. Events Development and Field Support Administration	<ul style="list-style-type: none"> ● Perform general administration duties as directed by Field Support Manager. ● Provide high-level administrative support which includes system and database use, including but not limited to “Eventsair”, Salesforce, Canva, Volunteer Management System and Chaplaincy Management System. ● Support the Field Support Manager with projects and administrative tasks that arise from time to time. ● Manage the Field Support and Events ticketing systems and direct tickets to team members as appropriate. ● Be the first point of contact for external stakeholder enquiries via phone and email and redirect as appropriate.
2. Field Events	<ul style="list-style-type: none"> ● Provide support and administrative assistance for camping, community outreach and chaplaincy fundraising events as directed by the Field Support Manager. ● Provide EventsAir System setup and support for camping, community outreach and chaplaincy events as directed by the Field Support Manager. ● Process Field "Event Applications" as needed. ● Provide EventsAir Support for other users including Training Events.
3. Chaplaincy Support	<ul style="list-style-type: none"> ● Support the Field Support Manager with projects and reporting for Chaplaincy Services including but not limited to monitoring and interpreting cash flows and predicting future trends of grants and AEA funds of Local Chaplaincy Committees (LCC). ● Communicate with internal and external stakeholders as needed concerning LCC concerns including finances.
4. Team contribution	<ul style="list-style-type: none"> ● Contribute to the immediate team and the broader teams in SU ● Participate in SU devotion activities including prayer retreats ● Contribute at team meetings ● Participate in wider organisation-based activities and learning opportunities ● Demonstrate behaviour in line with a child safe culture ● Comply with WHS requirements ● Protect own health and safety ● Protect the safety of others. Report hazards, risks and all incidents.

Qualifications and experience
<ul style="list-style-type: none"> • Demonstrated ability to provide high level logistical and administrative support in a geographically dispersed environment. • A minimum of 5 years experience in a Customer Service, Call Centre or similar role.

Competencies	
Competency areas	Definitions
Technical / Professional	A working knowledge of Eventsair and Salesforce systems is desirable or, at a minimum, a proven ability to learn new systems and streamline processes when needed.
Attention to detail	Accomplishing tasks, no matter how small, showing concern for all aspects of the job. Accurately checking processes and tasks. Ensuring others can rely on the accuracy of work completed by the incumbent.
Collaboration	Working effectively with others in the organisation (including fellow team members and people in other teams) to accomplish organisational goals and to identify and resolve problems.
Communication (verbal and written)	Using effective interpersonal skills to present ideas and views to individuals or groups (including nonverbal communication). Targeting presentations to the characteristics and needs of the audience (should the role require giving presentations). Expressing ideas clearly in any written format (memo, email, and letter) with correct spelling, grammar and structure.
Continuous improvement	Using initiative to identify and suggest improvements to processes and procedures. Analysing options for procedural improvements and documenting outcomes.
Customer service	Making efforts to listen to and understand stakeholders (both internal and external). Anticipating stakeholders' needs and giving high priority to stakeholder satisfaction.
Problem solving	Analysing problems effectively, evaluating alternative courses of action, exercising sound judgement and taking action in line with the level of authority of the role.
Self-management	Managing one's own wellbeing and workplace behavior in order to contribute to a positive culture within SU QLD. This includes: <ul style="list-style-type: none"> • Maintaining and promoting social, ethical and organisational norms in line with a Christian ethos;

	<ul style="list-style-type: none"> • Taking actions that indicate a consideration for the feelings and needs of others; being aware of the impact of one's own behaviour; • Maintaining stable performance under pressure and managing one's own stress effectively; • Handling disappointment and/or rejection while maintaining effectiveness; • Demonstrating perseverance by staying with a plan of action until the desired objective is achieved or is no longer required; and • Being open to change and willing to adapt to new directions; adapting working style to blend with changes; and articulating workplace concerns in a respectful and constructive manner.
Teamwork	Active participation in team effectiveness. Taking actions that demonstrate consideration for the feelings and needs of others. Being aware of the effect of one's behaviour on others. Proactively developing relationships. Using appropriate interpersonal styles and methods to inspire, guide and persuade others toward goal achievement. Working independently to a high performance standard when required.
Time management	Organising one's own workload to prioritise tasks appropriately and meet deadlines. Adjusting personal work routines to complete tasks required by others when necessary. Considering other people's needs when determining order of work to be completed. Being proactive.

Additional Requirements	
SU QLD requires that the incumbent:	
<ol style="list-style-type: none"> 1. agree with, and agree to work under, the aims, beliefs and working principles of SU 2. be able to demonstrate a living and personal relationship with Jesus Christ 3. be able to show strong Christian character evidenced by servant leadership, valuing of people in general and marginalised people in particular 4. be a respectable member of a local Christian church we recognise 5. be a holder of a "Blue Card" from the Blue Card Services Department for the purposes of child related employment 6. be willing to work under SU QLD's Staff Code of Conduct 	

Developed by	Field Support Manager
Approved By	Head of People Services
Effective Date	September 2020