

## Position Description

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|---------------------|--------------------------------|
| <b>Position</b>     | <b>Program Manager, Events</b> |
| <b>Reporting to</b> | Major Events Manager           |
| <b>Division</b>     | Strategic Fundraising          |
| <b>FTE</b>          | Full time                      |
| <b>Location</b>     | Blackburn or St Leonards       |

### Organisation

MS Plus, is the go-to provider of information, advice and support for people affected by multiple sclerosis and other neurological conditions. We're a combined entity of the ACT, NSW, Victoria, and Tasmania with over 60 years' insight into how to live well with progressive neurological conditions.

### Role Purpose

Project manages the competing tasks, timelines, and event staff to deliver the fundraising event portfolio.  
Lead continual improvement to innovate and improve logistics efficiency.  
Provide the best participant experience, within the event budget.

### Team structure



### Key Responsibilities

| Key focus area                | Success factors  |
|-------------------------------|--|
| <b>Strategic Leadership</b>   | <ul style="list-style-type: none"> <li>Contribute to the strategy and plan development - to deliver event participation &amp; fundraising objectives.</li> <li>Manage stakeholder dependencies, enabling successful event delivery aligned with the strategic objectives, event plans and budget.</li> </ul>   |
| Key focus area                | Success factors  |
| <b>Operational Leadership</b> | <ul style="list-style-type: none"> <li>Provide operations leadership to the cross-department management team, enabling the calendar timelines and task delivery.</li> <li>Ensure all operations documentation is up to date and available, including, standard operating procedures, volunteer information and records, external stakeholder information and reporting.</li> </ul> |

|   | <ul style="list-style-type: none"> <li>• Maintain communication across the organisation and with external stakeholders.</li> <li>• Manage external Agencies, Stakeholder and, Partners to ensure performance compliance with the Event Plan and Standard Operating Procedures.</li> <li>• Maintain the operational requirements within budget.</li> </ul>   |
|---|---|
| Key focus area                                    | Success factors   |
| <b>People Leadership/ Relationship Management</b> | <ul style="list-style-type: none"> <li>• Manage direct reports effectively, including their performance and conduct to get the best out of the team who feel supported and valued.</li> <li>• Positive participation in meetings, within Strategic Fundraising, MS Plus and, external,</li> <li>• Maintain reward and recognition where required, encouraging staff retention and long-term benefit for stakeholders.</li> <li>• Disseminate and circulate information to encourage a culture of inclusion and team.</li> </ul>   |
| Key focus area                                    | Success factors   |
| <b>Compliance and Professional Conduct</b>        | <ul style="list-style-type: none"> <li>• Actively support MS Plus' purpose, values and strategic directions</li> <li>• Operate in line with MS Plus policies, procedure, and practices</li> <li>• Promote and work within MS Plus service delivery principles</li> <li>• Positively and constructively represent the organisation to external contacts at all opportunities</li> <li>• Behave in a way that contributes to a workplace that is free of discrimination, harassment, and bullying behavior always</li> <li>• Ensure the health, safety and welfare of self, co-workers, and others</li> <li>• Follow all reasonable directions given by the organisation</li> <li>• Support and empower coworkers</li> <li>• Support, promote and show sensitivity to diversity in the workplace</li> </ul> |

| Qualifications/Work Experience       |  |
|--------------------------------------|--|
| Essential                            | <ul style="list-style-type: none"> <li>• Tertiary education</li> <li>• 5+ years-experience in major event delivery or project management</li> <li>• Strong communication skills with a demonstrated ability to liaise and negotiate with a wide range of internal and external stakeholders</li> <li>• Demonstrated ability to achieve results through strong project management skills</li> <li>• Experience delivering to a budget</li> <li>• Effective people management / supervisor experience</li> <li>• A high level of computer proficiency</li> <li>• A current driver's licence</li> </ul> |
| Desirable                            | <ul style="list-style-type: none"> <li>• Event, Business Management education</li> <li>• Experience with Salesforce CRM database</li> </ul>  |
| Knowledge and Key Selection Criteria |  |
| Essential                            | <ul style="list-style-type: none"> <li>• Demonstrated large event delivery experience</li> </ul>   |

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| <b>Approval authority:</b> Executive Manager, People Culture Quality | <b>Next review:</b> February 2024            |
| <b>Date approved:</b>  | <b>Key author:</b> People Culture Quality    |
| <b>Version:</b> 1  | <b>Business Unit:</b> People Culture Quality |

|           |  |
|-----------|--|
|           | <ul style="list-style-type: none"> <li>• Proven stakeholder management experience</li> <li>• External agency, negotiation, and management</li> <li>• Budget management, and reporting</li> <li>• Analysis and reporting</li> </ul> |
| Desirable | <ul style="list-style-type: none"> <li>• Experience with Salesforce CRM database</li> <li>• Fundraising event experience</li> </ul>  |

### Key Competencies

| Key Focus Area                                | Demonstrated competency  |
|---|--|
| <b>Financial Management</b>                   | Prepares program and complex project budgets, and reviews financial performance  |
| <b>Equipment and assets</b>                   | Manages assets, allocates resources and purchases high-cost equipment to support service delivery  |
| <b>Sustainability</b>                         | Identifies and manages financial risks and develops protocols for sustainable purchasing   |
| <b>Reflective practice</b>                    | Disseminates, promotes, and develops reflective and evidenced based practice models  |
| <b>Taking responsibility</b>                  | Uses appropriate judgement and assists with resolution of clients'/customers' and colleagues' problems   |
| <b>Time management</b>                        | Prioritises work; delegates appropriately demonstrating an understanding of organisational, team and individual priorities and capacities; and ensures that key requirements are met |
| <b>Initiative and enterprise</b>              | Encourages teams to show initiative and looks for ways to work more dynamically  |
| <b>Problem solving</b>                        | Implements systems to address adverse events and problems and assists teams to take proactive approaches to problem solving  |
| <b>Achieving results</b>                      | Clarifies roles and responsibilities of program staff and project teams and manages program of work to achieve objectives. Obtains necessary support from stakeholders               |
| <b>Program development and implementation</b> | Manages programs and complex projects to work to timelines and budget and achieve goals and objectives; and envisions and designs new programs                                       |
| <b>Quality</b>                                | Manages implementation of quality systems and ensures that quality outcomes are achieved   |

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|---------------------------------------|--|
| <b>Risk management</b>                | Proactively identifies and manages risk and encourages staff to take advantage of opportunities  |
| <b>Creativity and innovation</b>      | Establishes ways to capture, communicate and implement innovative ideas and practices  |
| <b>Team dynamics</b>                  | Manages team dynamics, supports productive working relationships and work-life balance   |
| <b>Interpersonal skills</b>           | Models' self-awareness, self-management and social awareness in communications, problem solving and conflict resolution. Inspires team members to be the best they can be. |
| <b>Partnerships and collaboration</b> | Develops models and protocols for working in formal and informal partnerships with - Agencies and Contractors  |

#### Personal Attributes

|                                |  |
|--------------------------------|--|
| <b>Client/Customer Focused</b> | Prioritises needs of clients, consumers, and customers<br>Aims for best outcomes for clients, consumers, and customers<br>Follows through with commitments |
| <b>Collaborative</b>           | Treats colleagues with respect and compassion<br>Gives feedback in a timely and respectful way<br>Engenders a spirit of teamwork                           |
| <b>Creative and Innovative</b> | Finds ways to work better and smarter<br>Generates options and ideas<br>Is open to change and alternatives   |
| <b>Resilient</b>               | Recovers from setbacks<br>Overcomes obstacles and impediments<br>Learns from experience and identifies areas for self-development                          |
| <b>Determined</b>              | Research options and sets a clear path<br>Deals with obstacles and impediments<br>Has clear goals  |

#### Employment Screening

Appointments within MS Plus are subject to the satisfactory completion of a police check (All), a Working with Vulnerable People check (WWVP) ACT & Tasmania, an NDIS National Worker Screening Check (NDISWC) and/or a Working with Children check (WWCC) where applicable to the role; plus, character/performance reference checks. In some roles, work may not be attended if the required screening employment checks have not been completed/cleared. Appointees whose role requires an NDISWC and/or a WWCC must provide a successful/cleared check if they already have one or apply for one on appointment. Costs associated with these checks are the responsibility of the appointee.

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All appointments are subject to the disclosure of any relevant employment history of formal disciplinary action for improper or unprofessional conduct taken by current or previous employers or any other integrity body within or outside Australia.

**Required screening**

|                                     |                              |                                     |                            |
|-------------------------------------|------------------------------|-------------------------------------|----------------------------|
| <input checked="" type="checkbox"/> | Police Check                 | <input checked="" type="checkbox"/> | International Police Check |
| <input type="checkbox"/>            | WWVP (ACT/TAS)               | <input type="checkbox"/>            | WWCC                       |
| <input checked="" type="checkbox"/> | Right to work in Australia   | <input type="checkbox"/>            | NDISWC                     |
| <input type="checkbox"/>            | Relevant vaccination records | <input type="checkbox"/>            | Other                      |

**Acknowledgment**

I accept this position description as detailed above and understand that it may be reviewed regularly and may need to be amended occasionally due to variations in responsibilities and organisational requirements.  
 I have been made aware how to access MS Plus policies and procedures for future reference.  
 I am aware that should I be in any doubt about the interpretation of a policy or procedure I should consult my immediate Manager or a People Culture Quality representative.

|                            |             |
|----------------------------|-------------|
| <i>Signed<br/>Employee</i> | <i>Date</i> |
| <i>Signed<br/>Manager</i>  | <i>Date</i> |

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