

Position Description



1. General Information

Position Title:	Events Manager
Division/Department:	Epworth HealthCare & Epworth Medical Foundation
Position Reports to:	Group Manager Events
Enterprise/Individual Agreement:	Individual Agreement
Classification/Grade:	N/A
Location:	Richmond & Pelaco (corporate office)
Employment Status:	Full time
Key Relationships - internal and external	• EMF Team • Executive offices • Brand team (web, design, digital and other brand managers) • Group Executive • Epworth employees • Divisional Management teams • Supporters and Donors • Suppliers • Doctors

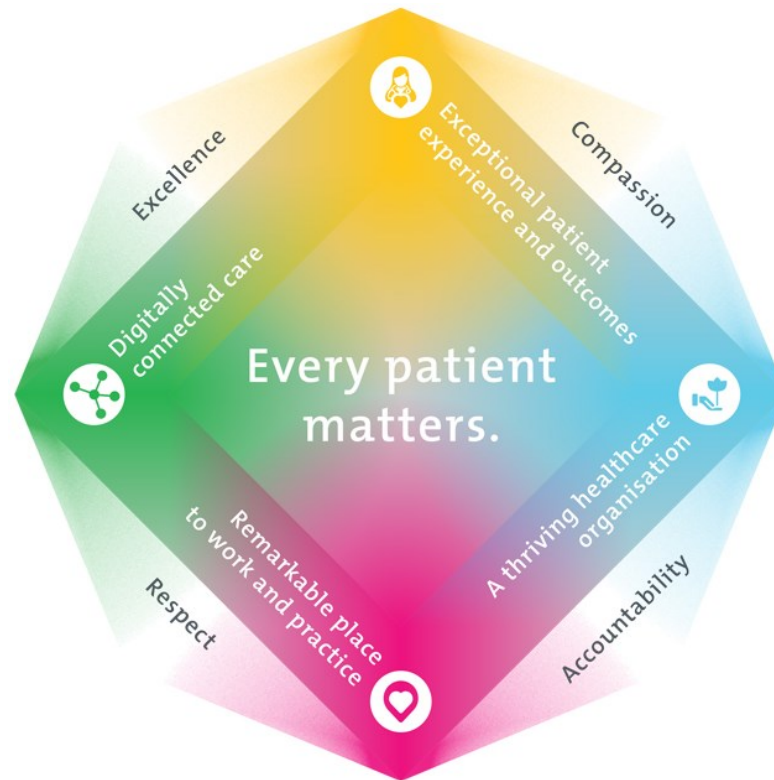
2. Overview of Epworth HealthCare

Epworth HealthCare is Victoria's largest not-for-profit private hospital group, renowned for excellence in diagnosis, treatment, care and rehabilitation. Epworth is an innovator in Australia's health system, embracing the latest in evidence-based medicine to pioneer treatments and services for our patients.

Epworth's values define our approach and our delivery. We pride ourselves on communicating our values and delivering on them in a real and meaningful way. Our Values are *Respect, Excellence, Community, Compassion, Integrity and Accountability*. More information can be found on the [Epworth website](#).

Epworth's purpose is *Every Patient Matters*. We strive to improve health outcomes and experience through compassion, collaboration, learning and Innovation. Our Vision is *Caring for People. Innovating for a healthy community*.

3. Epworth HealthCare Strategy



All roles are linked to the Epworth strategy and are fundamental in achieving its vision and purpose.

Exceptional patient experience and outcomes - To empower our patients and deliver compassionate, expert and coordinated care.

A thriving healthcare organisation - To adapt and grow in a changing healthcare landscape by delivering a unique private not-for-profit healthcare organisation.

Remarkable place to work and practice - To ensure Epworth is an outstanding place to work and practice through a culture of care and investment in our people.

Digitally connected care - To innovate and improve the digital experience, interactions and outcomes for our patients, staff and doctors.

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Purpose of the Position

Reporting to the Group Manager Events, the Events Manager is responsible for planning, delivering and managing a range of of Epworth Medical Foundation’s donor facing and funded events and selected internal and external branded events and activations for Epworth HealthCare.

Epworth Medical Foundation events include Mackenzie Dinner, Epworth Staff Scholarship Ceremonies, Epworth Society Dinner, Lockwood Society Lunch, Honour Board Celebration and a range of internal events that are advertised in Epworth Medical Foundation newsletters and via invitation.

Events and activations for Epworth HealthCare include International Women’s Day, International Nurses and Midwives Dinner and Doctors Dinners, together with managing promotional and branded items and supporting onsite activations across the group.

This role is pivotal to delivering meaningful interactions with donors, staff, doctors, customers, executives and stakeholders – both internally and externally – through event experiences, on both a small and large scale. This role requires an equal emphasis on planning to delivery and successful execution.

In addition, the role will play a key part in supporting the Group Manager Events with the coordination of special events including Lunch by the Yarra, Epworth Charity Golf Day, Men’s Health Lunch, Friends of Epworth Race Day, Gala Ball and Women’s Health Lunch.

4. Key Accountabilities

KEY RESPONSIBILITIES	MEASURES/KPIs TO BE ACHIEVED
Event management • Create detailed plans for all events • Plan and organise events with key tasks including (but not limited to) ○ Source and negotiate with vendors and suppliers ○ Manage the hiring of key event contractors (production agencies, venues, security etc.) ○ Coordinate all operations from event development, through to bump-in, event delivery, bump-out and post event review ○ Ensure adherence to event budgets ○ Lead promotional activities for the event ○ Supervise event staff (event coordinators, caterers etc.) • Administrative tasks including contract review and invoicing, related to event planning • Liaise with site-based Brand Managers and divisional management to promote events where required • Ensure events are completed on-brand and smoothly • Analyse event success and prepare associated reporting • Assist in the administration of all events including invitation lists, RSVP’s and	• Events are delivered within agreed budget and timeframes • Positive feedback from relevant internal and external stakeholders • Administrative tasks completed within existing protocols, policy and organisational requirements • Annual calendar of events planned and approved within agreed timeframes • Agreed minimum numbers attend events • All event collateral is developed within Brand guidelines and approvals • Epworth events are seamless in execution

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fundraising activities such as raffles • Manage meeting room bookings and venue selection for internal stakeholders as required • Analyse event success and prepare associated reporting	
Team Work • Works cooperatively and collaboratively with all members of the EMF and Epworth corporate teams • Provides positive and constructive feedback to others team members • Participates in the orientation of new and casual staff and volunteers • Participates in education to peers, donors and stakeholders within the organisation	• Assists in training of staff and volunteers in EMF activities when required • Participation in in-services, EMF education and team meetings • Attends and actively participates in EMF and team meetings • Feedback from team members
Personal and Professional Development • Participates in prescribed performance development system annually • Evaluates personal performance and plans self-development	• Completion of annual performance appraisal • Completion of objectives outlined in self-development plan (provide evidence of)
Quality Improvement • Strives to consistently improve service delivery • Provides suggestions and feedback to ED on quality activities • Actively participates in quality improvement activities within EMF	• Evidence of participation in quality improvement activities • Improvement in performance of EMF and Epworth Healthcare • Show a proactive attitude in reviewing, supporting and implementing best practice in customer service and Donor Relations
Customer Service Epworth is committed to the provision of excellent customer service to all of our people, customers and stakeholders including patients and external suppliers. Superior patient service leads to improved healing in a trusting, caring environment and creates a safe environment for patients and employees. • Provide excellent, helpful service to patients, visitors and staff • Communicate with clear and unambiguous language in all interactions, tailored to the audience • Build customer relationships and greet customers and patients promptly and courteously • Actively seek to understand patients' and their family's (customers) expectations and issues	• Patient and customer service satisfaction surveys within agreed targets • Use AIDET principles in all interactions • Issues are escalated to the manager and resolved in a timely manner

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Safety and Wellbeing Participate actively and positively in the area of health and safety to reduce all hazards and incidents within the workplace Report all hazards, incidents, injuries and near misses immediately to your manager and log them in RiskMan	- Adhere to infection control/personal hygiene precautions - Implement and adhere to Epworth OHS policies, protocols and safe work procedures - Mandatory training completed at agreed frequency
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5. Position Requirements/Key Selection Criteria

COMPONENT	
Qualifications	Desirable Tertiary qualification in relatable field (eg. Business, Administration or Event Coordination)
Previous Experience	Essential - Recent and significant experience in a similar role - Experience in a complex organisation
	Desirable - Experience in office administration such as invoice payment, contract management and general office duties - Experience working in the healthcare or a not-for-profit environment
Required Knowledge & Skills	Essential - Highly organised with excellent diligence and the ability to manage multiple projects at the same time - Proven experience managing significant special events of up to 600 people - Ability to effectively manage relationships with key corporate donors - Excellent project coordination skills - Sound computer literacy and a sound understanding of word, excel and email etiquette - Excellent attention to detail on all areas of communication - Excellent interpersonal skills - Works independently and in self motivated - Exceptional ability to communicate with people from a diverse range of backgrounds - Ability to work in a busy team environment - Ability to manage and deliver to deadlines

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	• Openness to learning and adjusting views to meet individual needs
Personal Attributes & Values All employees are expected to consistently work in accordance with Epworth's values and behaviours	Essential • Genuine commitment to Epworth HealthCare's established Values & Behaviours • Outstanding attention to detail in all tasks undertaken • A positive, cooperative and collaborative team member who is committed to supporting colleagues at every opportunity • A desire to share ideas & find better ways to undertake tasks • Patient with EMF colleagues, donors and sponsors
• Respect • Accountability • Compassion • Excellence	• A willingness to engage and manage all phone enquiries • A willingness to assist a diverse audience as they engage with EMF • A commitment to the highest level of accuracy in all tasks undertaken • Ethical approach to privacy & confidentiality • Ability to plan & prioritize work • Positive in attitudes & actions • A desire to contribute positively to a small team-based environment

Document Control

Date Developed:	Date Last Reviewed:	Developed and Reviewed By (Position Title):
December 2023	December 2023	

Employee Position Declaration

I have read and understand the requirements and expectations of the above Position Description. I agree that I have the physical ability to fulfil the inherent physical requirements of the position, and accept my role in fulfilling the Key Accountabilities. I understand that the information and statements in this position description are intended to reflect a general overview of the responsibilities and are not to be interpreted as being all-inclusive.

Employee Signature _____

Print name:	Date:
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