

POSITION DESCRIPTION

Title: Event Assistant

Status: Casual

Award: MA000080 Amusement Award

Classification: HEW 4.1

Reports to: Events and Commercial Manager

Direct reports: None

Issue date: 2026

JOB PURPOSE

The Event Assistant supports the delivery of internal and external events by providing operational, technical, and customer service support. The role works collaboratively with staff, contractors, and clients to ensure events are delivered safely, efficiently, and to a high standard.

The position requires flexibility to work evenings, weekends, and outside standard hours in line with event schedules.

KEY RESPONSIBILITIES

- Coordinate operational requirements for internal and external events, including being present during events as the first point of contact for staff, clients, and contractors.
- Support efficient and safe bump-in, bump-out, and event delivery, ensuring timelines and quality standards are met.
- Conduct pre-event and post-event inspections to ensure spaces are clean, safe, and returned to their original condition (normal wear and tear excepted).
- Produce post-event reports, including client feedback, operational issues, and recommended improvements.
- Maintain all Venue Hire AV equipment ensuring it is secure, functional and regularly tested;
- Provide basic AV support to NAS staff, including demonstrations, troubleshooting, and setup for events.
- Report faults or maintenance needs promptly to the Events Manager or Facilities team.
- Monitor events to ensure compliance with WHS, regulatory, and venue requirements.

- Assist with risk assessments for events and escalate safety concerns as required.
- Report WHS incidents and complete incident documentation in line with NAS procedures.
- Work with Facilities on security requirements, contractor access, and emergency procedures.
- Maintain good working relationships with Security to ensure events are delivered safely and are compliant with industry standards.
- Commitment to ethical practices, EEO and WHS policies;
- Perform other related duties as required.

QUALIFICATIONS / EXPERIENCE

- Completion of a relevant qualification and/or equivalent experience (Certificate III in Live Production and Technical Services, Diploma in Event Management, etc.);
- Demonstrated experience in event operations, including bump-in/out and onsite event support.
- Working knowledge of audio-visual equipment, software, and basic troubleshooting.
- Strong interpersonal and customer service skills, with the ability to work collaboratively and independently.
- Ability to work flexibly, including evenings and weekends, in line with event schedules.
- Ability to manage unexpected issues calmly and professionally.
- Basic building/assembly skills (e.g., marquees, bars, staging, lighting fixtures).
- Ability to safely lift and carry up to 20kg, in accordance with safe manual handling practices.

- Strong organisational and time-management skills with the ability to meet deadlines.
- Current driver’s licence.
- Current RSA (mandatory).
- Understanding of EEO, ethical practice, WHS, and safe work procedures.

KEY RELATIONSHIPS

| Internal | |
|---------------------|--|
| Reporting Line | Chief Operating Officer reporting line |
| Direct Manager | Reports to the Events and Commercial Manager |
| Event Team | Maintain professional and effective working relationships. |
| Internal Colleagues | Develop and maintain effective working relationships. |
| External | |
| Stakeholders | Liaise with external stakeholders as necessary, providing advice, support, and recommendation as required. |
| Contractors | Maintain respectful relationships and ensure policies and procedures are followed. |
| Suppliers | Maintain supplier relationships and ensure pricing remains competitive. |
| External clients | Ensure collaborative delivery of the external events are delivered according to the client agreement, contract and expectations. |

ACKNOWLEDGMENT

I have read and understood this position description, and I accept the key accountabilities outlined in this position description. I understand that this position description is used primarily for the purposes of position salary band evaluation, candidate information and as a reference point for performance agreements and reviews. This position description does not attempt to define specific tasks of the position.

Print Name: _____

Signed: _____

Date: _____