


JOB DESCRIPTION

Position Title	Event Support Assistant	
Division / Department	Student Services/Events	
Position Number	2208	
Salary Agreement/Award	Curtin Student Guild Enterprise Agreement	
Position Classification	Level 2	
Nature of Employment	Part-Time 0.6 FTE	
Reporting Structure	<p>This position reports to Manager – Events (or other role designated by the Managing Director) General Manager – Student Services Managing Director</p>	
	<p>Positions reporting to this position Nil</p>	
Our Mission	To enrich the student experience through a strong student voice and inclusive services, whilst fostering a vibrant and fun community.	
Our Vision	To be the leading and most trusted, independent, student-run organisation in Australia, that is highly valued by our students, the broader sector and community.	
Our Values	Autonomy Equity Accountability Community Sustainability	
Purpose of Position	The Event Support Assistant provides hands-on logistical and administrative support to the Guild's events program under routine supervision. The role focuses on practical operational tasks, event setup, pack down support, equipment preparation, basic documentation assistance, and reception coverage as required.	
KEY DUTIES AND RESPONSIBILITIES		
<p>Responsibilities may include but are not limited to:</p> <ol style="list-style-type: none"> 1. Event Preparation & Logistics <ul style="list-style-type: none"> • Assist with preparation of Event Kits radios signage, equipment and staff packs • Assist with Venue readiness tasks • Support basic supplier confirmations under direction • Organise event storage spaces and equipment areas 2. On- Ground Event Support <ul style="list-style-type: none"> • Assist with bump-in tasks including signage, theming and barriers 		

- Support contractor arrivals by directing them to senior event staff
- Issue radios and assist with casual staff check ins (tracking only)
- Observe crowds and escalate issues
- Assist with bump out and site reset

3. Non- Event Day Operations

- Assist events with standard event administration tasks, including submitting required forms and booking requests
- Assist with routine inventory checks
- Promote the Guild, its services, and upcoming events to the Curtin community.
- Encourage student engagement and participation in Guild activities and events.
- Print and laminate signage bundles
- Complete campus errands and maintain event spaces
- Assist with preparing materials and equipment required for events

4. Compliance and Information Management

- Support with maintaining accurate event information across internal systems and databases
- Assist with processing and maintaining Event documentation (registrations, attendance, resources, venue and equipment bookings and statistics)

5. Portfolio Administration Support Coverage

- Provide basic front of house support
- Greet students, provide general information and direct enquiries
- Answer calls, provide standard info, and transfer as required
- Complete simple reception admin tasks such as mail distribution
- Support membership enquiries and routine bookings
- Provide additional support during peak periods

6. Operational Support and Other Responsibilities

- Contribute to creating a fun, inclusive, and vibrant community for Curtin students
- Foster strong relationships across the Guild and University community.
- Promote and uphold the Guild’s Mission, Vision, Values, and Code of Conduct in all activities.
- Provide a high standard of customer service that reflects the Guild’s commitment to student experience.
- Undertake other routine administrative duties as directed by the Manager.

CRITERIA	
Qualifications	Completion of Year 12; or an equivalent combination of education, training, and relevant experience
Knowledge, Experience and Skills	<p>Essential</p> <ul style="list-style-type: none"> • Experience in events, administrative, or customer service roles, preferably within a membership-based or community environment. • Strong interpersonal and communication skills with the ability to assist a diverse range of students and stakeholders. • Proven ability to manage multiple routine tasks concurrently and meet deadlines. • Competency using Microsoft Office applications (Word, Excel, Outlook) and the ability to learn new systems. • Ability to follow established procedures, seek clarification when required, and escalate non-routine issues appropriately.

	<ul style="list-style-type: none"> • Ability to work collaboratively within a team and independently under routine supervision. • Willingness to work occasional non-standard hours to support activities and events. • A level of physical fitness appropriate for event set-up and pack-down tasks. • Class C or C-A WA driver's licence (or equivalent) <p>Desirable</p> <ul style="list-style-type: none"> • Current First Aid Certificate or willingness to obtain one. • Experience in basic event support (set-up, pack-down, BBQs, engagement activities). • Knowledge of the university environment and student services
Uniform Requirements	<ul style="list-style-type: none"> • Office Attire, neat smart casual attire • Uniform may be prescribed for service delivery requirements - to be laundered by you and always of a high standard.
Other relevant job information	<ul style="list-style-type: none"> • The occupant may be required to work specified hours to suit the needs of the business. • The occupant may be required to work non-standard hours to suit the needs of the Guild's business activities and that of their team.

WORK REQUIREMENTS

- National Criminal record check
- Other licences and certifications as and when required for the role
- A level of fitness commensurate with the position, pre-employment medical exam may be required
- Ability and capacity to work outside of normal office hours when required
- Class C WA drivers licence or equivalent

COMPLIANCE AND LEGISLATIVE REQUIREMENTS

Guild Values and Code of Conduct:

You must commit to and uphold the Guild's Mission, Values and Code of Conduct. For more information please visit [here](#).

Occupational Safety and Health

At the Guild, safety is the responsibility of all staff. All supervising staff and managers are obliged to ensure the Guild's safe systems of work are being applied in areas under their control. You are expected to comply with these safety systems and follow reasonable directions given in relation to workplace safety and health. Acting in a manner which puts you or others at risk of serious injury or illness may lead to you becoming the subject of disciplinary action.

Diversity, Equity, Equality and Fairness

You are expected to value and celebrate diversity, and to:

- Cultivate a community which enables its members to achieve their full potential
- Embrace, promote and celebrate diversity within our Community and ensure equality of opportunity

You must familiarise yourself and comply with all other Guild policies, procedures and legislation relevant to this position.

