



WILLINGA PARK

Job Description

POSITION: Event Assistant

REPORTS TO: Venue Manager

UPDATED: February 2026

Reporting to the Venue Manager, you will assist with the running of high-quality events at Willinga Park. You will deliver high levels of customer service, attention to detail and have a can-do attitude.

MAIN DUTIES:

- Assist with event setup, styling, signage placement, and venue presentation.
- Support bump-in and bump-out processes.
- Coordinate event materials, run sheets, and supplier requirements.
- Liaise with internal departments to ensure operational readiness.
- Assist with guest arrival, registration, and general guest services.
- Provide onsite support to vendors, contractors, and event partners.
- Monitor event timelines and escalate issues to the Venue Manager as needed.
- Ensure presentation standards are maintained throughout the event.
- Prepare event documentation, schedules, and checklists.
- Assist with inventory management and event equipment tracking.
- Support post-event reporting and collection of feedback.
- Follow workplace health and safety procedures.
- Assist in maintaining a safe environment for guests, staff, and contractors.

OTHER

As directed by management, the Event Assistant may be required to undertake ad-hoc duties that fit within the broad parameters of their job skills.



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POSITION ATTRIBUTES:

The Event Assistant will need to have the following core attributes:

Strong Communication Skills

Excellent oral and written communication skills to effectively communicate with customers, Colleagues, and the public to build strong relationships across the Willinga Park Business. These relationships include both internal and external clients of Willinga Park.

Team Player

Demonstrate teamwork skills with internal and external stakeholders and across all the Willinga Park teams. This includes pitching in when required, providing support to other team members and showing equal respect to your colleagues and other team members. The role will develop and foster positive internal and external relationships to manage ad-hoc duties and tasks as directed by your manager and/or Management team.

Delivery of Service

Ensure the highest quality and responsive delivery of service to the public, contractors, and clients. This involves the constant feedback on progress to stakeholders to ensure the delivery of service is of a high standard.

Presentation and Image

The Event Assistant must be professionally presented in the supplied Willinga Park uniform and have a clear understanding that they are always representing the business in a professional manner.

Time Management skills

They will have the responsibility of ensuring that all administration tasks i.e. coding of invoices and filing are completed in a timely manner to ensure costs are recorded for the monthly financial statements.

Values

The Event Assistant will positively follow the Willinga Park values to ensure the culture is maintained as a family owned, positive and professional business.



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Feedback

The Event Assistant may participate from time to time in a feedback process such as 360 degree or a formal review as part of their professional development and will use this feedback to understand development and learning opportunities associated with their role within the business. Annual reviews will be conducted with your direct manager, and we encourage live feedback at any time you or your manager feel necessary during your employment. It is expected that all staff engage in feedback discussions in an open and constructive manner and work together with their manager on genuine opportunities to improve performance.

Confidentiality

The role requires handling of sensitive information of the Willinga Park Group and will not divulge any confidential information to any third party or employee unless directed to do so by your manager. Refer to the **Confidentiality Information Clause (Schedule 2)** of your employment contract.

Self-Starter

The role requires a level of autonomy in providing support to the Events team, manager, and stakeholders and identify priorities without ongoing direction as well as providing support at short notice when required. They will need to understand the position and create opportunities to better the role with fresh ideas and innovative ways of undertaking it.

Software

The Event Assistant is required to be proficient in all aspects of the following software programs:

- Microsoft Office software, including Word, Excel, PowerPoint and Outlook.
- Relevant WHS management software.

Target Safety – Aim High

All Willinga Park workers have a duty to:

- Take reasonable care for their own health and safety.
- Take reasonable care that their acts or omissions do not adversely affect the health and safety of other persons.



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- Comply, so far as they are able, with any reasonable instruction that is given by Willinga Park Management to allow it to comply with its work, health, and safety obligations.
- Comply with any reasonable policy or procedure of Willinga Park relating to work health and safety.
- Follow all Safe Working Procedures and Safe Work Method Statements relevant to their role.

Risk management

All Willinga Park employees have a duty to identify and assess potential risks that may hinder the reputation, safety, security and financial prosperity of Willinga Park businesses.

- Manage the process of identifying and assessing the risks that could/would affect the business.
- Report and communicate risk issues to Risk Management Committee as soon as possible.
- Implement where appropriate, risk control actions.
- Comply and implement systems, policies, and procedures for the identification of risk.

Employee: _____ Manager: _____

Signature: _____ Signature: _____

Date: _____ Date: _____