



## POSITION DESCRIPTION

<b>POSITION</b>	Events and Ticketing Coordinator
<b>LOCATION</b>	Level 1, 24 Pitt Street, Adelaide 5000
<b>REPORTS TO</b>	The Events and Sponsorship Manager
<b>SALARY</b>	.8FTE – negotiable  Salary range based on experience \$69,544 pa – \$74,832 plus Super (12%)
<b>PERIOD</b>	Ongoing, part time subject to funding
<b>AWARD</b>	Aligned to Social, Community, Home Care and Disability Services Industry Award (pro rata based on number of hours)  Classification Employee Level 4 - \$44.58/hr – \$47.97/hr

### About us

Since 2002 Reconciliation SA has been the peak body for Reconciliation across the State. We are a not-for-profit community and member-based organisation working towards a society free from discrimination and racism with the support of our board, employees, members, and volunteers.

Through our programs, education, and collaboration, we actively support and advocate for the inclusion of Aboriginal people in all aspects of life in South Australia. We pay our respect to all Aboriginal and Torres Strait Islander cultures, and to Elders past and present. We acknowledge Traditional Owners throughout South Australia, we recognise that this land was never ceded or surrendered and acknowledge the continuing connection to land, waters, and community since the first sunrise.

We recognise that cultural safety is essential for the health, wellbeing, and success of Aboriginal and Torres Strait Islander employees and for the broader community. We advocate for and are dedicated to building a workplace culture that honours and respects Aboriginal and Torres Strait Islander peoples' rich histories, cultures, and contributions.

### Our Values

<b>Courage</b>	The confidence to act in accordance with beliefs
<b>Truth</b>	Acting in an open and honest way without trying to hide anything
<b>Acceptance</b>	That relationships between Aboriginal and Torres Strait Islander Nations and the broader community have been unjust and the impacts are still felt today
<b>Recognition</b>	Formal understanding and acceptance of the rights of Aboriginal and Torres Strait Islander Nations peoples and acknowledgement of cultural and heritage beliefs
<b>Healing</b>	Acknowledge that the process of grieving and healing enables opportunities for true Reconciliation for all people
<b>Rights</b>	Recognising and respecting the inherent value of all people

October 2025



### Our Vision

We strive for a reconciled and just South Australia. We believe at the heart of reconciliation is respectful relationships and understanding between Aboriginal and Torres Strait Islander peoples and the broader community. We must be bold, brave, and courageous.

### Role Description

The **Events and Ticketing Coordinator** will join the Events Portfolio to work alongside the Events and Sponsorship Manager, supporting the delivery of the organisation's two major annual events. The role will be responsible for the ticket building, maintenance and management of all events hosted by Reconciliation SA, that are aligned to Reconciliation SA's Strategic Plan using Humanitix as the ticketing platform.

The role will support

- The delivery of the National Reconciliation Week Breakfast at Adelaide Convention Centre on Wednesday 27 May, the country's largest NRW Breakfast for 3,000 physical attendees plus regional participation
- The delivery of the Reconciliation SA annual Fundraiser Gala held in the second half of the year for approximately 500 guests and the organisations Annual General Meeting
- The coordination of the organisations participation in community delivered events including but not limited to NAIDOC Family Day, Closing The Gap Day, and community led events during National Reconciliation Week by arranging visual displays, stalls and interactive activities

The **Events and Ticketing Coordinator** will also provide advice and support to other programs where there is capacity outside of peak times. This includes four annual member events led by the Member Manager and various Education and Training Programs led by the Education staff.

### Key Outcomes

1. **Program delivery:** Support the delivery of events for the organisation which are aligned to the annual business plan and strategic direction set by the board of Reconciliation SA. This includes large and small events at multiple locations as well as online
2. **Event support:** Ensure the ticketing builds, maintenance and management of all Reconciliation SA hosted events are successfully achieved via Humanitix, and that all events are delivered to the highest standard
3. **Stakeholder and Community Engagement:** Contribute to and support the organisation's participation in community events throughout the year, focusing on reconciliation initiatives that build and grow the organisations network and reach with the South Australian Community.

### Key Relationships

Internal	Chief Executive Officer and Reconciliation SA Staff
External	Aboriginal and Torres Strait Islander Community South Australian Organisations South Australian Corporate Sector



## Key Responsibilities

### Technical Delivery - Event Delivery & Logistics

1. Coordinate ticketing builds and management for Reconciliation SA events using Humanitix
2. Support delivery of major events including the National Reconciliation Week Breakfast and Fundraiser Gala
3. Manage logistics such as travel and accommodation for entertainers and rostering for event volunteers
4. Coordinate event spaces including exhibition halls, sponsor and marketplace displays
5. Assist with event evaluations, risk management, and post-event reporting
6. Coordinate Reconciliation SA's participation in community-led events such as NAIDOC Family Day and Closing the Gap Day

### Community & Stakeholder Engagement

1. Engage respectfully with Aboriginal and Torres Strait Islander communities and partner organisations
2. Work closely with key identified external stakeholders to activate regional participation of the National Reconciliation Week breakfast
3. Support collaborative programs with members, sponsors, and partners
4. Recruit, roster, and support event volunteers and staff
5. Provide a high quality of customer service to ticket holders via email, phone and in-person communications

### Marketing, Fundraising & Budgeting

1. Support marketing campaigns and contribute to event communications
2. Assist with fundraising activities including silent auctions and donor engagement
3. Contribute to event budgeting and financial tracking

### Team Engagement

1. Positively represent and educate Reconciliation SA to all stakeholders.
2. Maintain a safe and healthy workplace, identify, and act upon potential workplace hazards and identify and implement improvements
3. Operate in line with Reconciliation SAs policies and procedures and follow reasonable directions to help ensure the health, safety and welfare of self and others
4. Participate in an annual performance development and management program and professional development programs
5. Providing confidential administrative support by answering phones, greeting visitors / contractors, supporting partnerships, sponsors and members when they arrive and ensuring referrals to staff and data entry are done in a timely manner

### Commitment to the Principles and Practice of:

- Reconciliation
- Leadership
- Diversity
- Occupational Health, Safety and Welfare
- Quality Management
- Equal Opportunity



### Position Capability Criteria

<b>Qualifications</b> - <i>Essential</i>	<ul style="list-style-type: none"> <li>A tertiary qualification in event management, tourism, public relations, marketing, or related field</li> <li>Minimum 3 years' experience in event coordination, major event or festival experience is highly desirable</li> </ul>
- <i>Desirable</i>	<ul style="list-style-type: none"> <li>Understanding of ticketing platforms and software is highly desirable</li> </ul>
<b>Technical Knowledge</b>	<ul style="list-style-type: none"> <li>Demonstrated knowledge of the Reconciliation movement across SA and nationally</li> <li>Proficient in use of ticketing site Humanitix for selling event tickets (or similar)</li> <li>Capability in project management tools such as Trello</li> <li>Strong Understanding of risk management and compliance</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>Proven experience in event coordination and event ticketing</li> <li>Demonstrated commitment to a high standard of professionalism in a high-pressure environment, managing deadlines and competing demands</li> <li>Demonstrated knowledge and commitment to promoting and creating a safe and inclusive work environment</li> </ul>
<b>Customer Service</b>	<ul style="list-style-type: none"> <li>A commitment to internal and external customers demonstrated through the provision of timely, reliable and expert advice on matters within area of responsibility</li> <li>Experience in delivering a high standard of customer services to community and business leaders</li> </ul>
<b>Project Management</b>	<ul style="list-style-type: none"> <li>Organisational, planning and time management skill to achieve agreed outcomes and work co-operatively as part of a team</li> <li>Demonstrated skills in strong record keeping, analytical evaluation and reporting</li> </ul>
<b>Innovation and Initiative</b>	<ul style="list-style-type: none"> <li>Ability to apply, analytical and creative skills</li> <li>Ability to be adaptable and flexible and have a commitment to continuous improvement, including reviewing procedures and systems and recommending changes where appropriate</li> </ul>
<b>Resource and Decision Making</b>	<ul style="list-style-type: none"> <li>Confidence in dealing with periods of high intensity workload, with rapidly changing priorities, when meeting timelines</li> </ul>
<b>Professional Development</b>	<ul style="list-style-type: none"> <li>A commitment to ongoing professional development and continuous learning</li> </ul>
<b>Engagement &amp; Communication</b>	<ul style="list-style-type: none"> <li>Ability to communicate effectively and sensitively with Aboriginal and Torres Strait Islander peoples</li> <li>Knowledge and understanding of historical experiences and the impacts this has upon Aboriginal communities in contemporary society</li> <li>High level verbal and written communication skills to a standard of publication or presentation in a public forum</li> </ul>
<b>Administrative Skills</b>	<ul style="list-style-type: none"> <li>Knowledge of administrative, records management, human resources and financial policies, practices and procedures</li> <li>Proficiency in using Office suite of applications (such as Microsoft Office products) with a high degree of accuracy, presentation and format</li> </ul>

### Special Conditions

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*'Reconciliation SA understands that our employees' wellbeing extends beyond the workplace.'*

*We are committed to creating an environment where work, family and kinship life can harmoniously coexist. Our robust people centred policies reflects our dedication to supporting all our employees in balancing their professional and personal commitments.*

*We believe that fostering a workplace that embraces each individuals personal commitments not only enhances the happiness and productively of our team but also strengthens the fabric of our community. When our employees thrive at work and at home, we all succeed together'.*

- The appointment is subject to the successful completion of a 3-month probationary period with probationary review meetings being conducted in the first 3 months and six months of employment
- All employees are accountable to the Reconciliation SA Code of Conduct and specifically uphold the responsibility of a safe, culturally inclusive and respectful workplace
- The incumbent is expected to work in a manner consistent with all relevant state and federal legislation
- Engagement in this role is subject to a satisfactory criminal history check and working with children check
- Travel in regional and remote South Australia may be required
- Some out of hours' work will be required
- Possession of a current driver's licence is essential
- Reconciliation SA is an Equal Opportunity Employer, we celebrate diversity and are committed to creating an inclusive environment to all employees