

Position:	Events Administration Assistant
Organisation:	Mother's Day Classic Foundation (MDCF)
Work Location:	Level 23, 150 Lonsdale Street, Melbourne, VIC 3000 (COVIDSafe plan in place and some flexibility to work from home from time to time and as required under COVIDSafe arrangements)
Employment Type:	Part Time – Fixed Term Contract (FTE average of 3.5 days per week from December 2021 to May 2022)
Position Reports To:	Event Services Manager
Direct Reports:	Nil

Role Purpose

The Events Administration Assistant is responsible for providing administrative assistance to the Events team across a range of functions including event operations, registration and fundraising.

As a member of a small team with a big personality, this role works collaboratively with all MDCF team members and stakeholder groups to ensure the smooth delivery of event administration elements of the Mother's Day Classic (MDC).

Key Responsibilities

Provide administrative assistance as required in the following areas:

Customer and stakeholder support

- Manage and respond to incoming event enquiries (via phone, email and social media) from participants, volunteers, fundraisers and teams
- Assist with analysing enquiries and trends, implementing improvements and any rectification measures
- Maintain Frequently Asked Questions log, in collaboration with Marketing team
- Assist with administrative tasks for volunteer committees, where required
- Assist with the administrative servicing of the local host programme, including communications and sponsorship administration
- Assist with the servicing of registered teams and corporate and community group
- Coordinate communication with deferred payment teams and work with the Partnerships team to ensure delivery

Events

- Support registration operations including but not limited to; registration reporting, supporting individuals and teams with registration process and queries

- Assist with online volunteer management
- Assist with the supply and distribution of race packs and merchandise

On-the-day (Mother's Day) customer and stakeholder support

- Provide customer support and promotion of community, corporate and individual fundraising

Systems and reporting

- Be familiar with all MDC systems and project management tools, including but not limited to; registration and fundraising platform, work management tools, and volunteer management system
- Deliver weekly reports to the team including data related to participant registrations, volunteer registrations, fundraising, donations, and merchandise sale
- Support staff with exporting and analysing specific reports as required including analysis of year-on-year trends
- Support with administration of post event reporting, including but not limited to; post event surveys as well as participation, volunteer, merchandise and fundraising reporting

General Administration

- Other administration tasks as required.
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Qualifications/ Experience

- Highly proficient in Microsoft Office applications
 - Experience in administration or customer service
 - Experience working with data management or CRM systems (highly desirable)
 - Excellent time management
 - Strong written and verbal communication skills
 - Positive attitude with ability to prioritise and be proactive
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Key Competencies

- Customer Service
- Planning and organising
- Initiative
- Attention to detail
- Problem solving
- Flexibility

Benefits (pro rata where applicable) available at the MDCF include

- 12% superannuation
- 1 additional 'rostered' day off per quarter
- Flexible working arrangements are supported

About Role Statement

Change is inherent in the events environment. For this reason, all staff should be aware that roles may vary from time to time.

About Mother's Day Classic Foundation

Since 1998, Mother's Day Classic Foundation has donated nearly \$40 million to the National Breast Cancer Foundation (NBCF) to fund life-saving breast cancer research. The Mother's Day Classic Foundation is proud to be the largest single donor to the National Breast Cancer Foundation (NBCF). Over the past 24 years, the five-year survival rate for breast cancer has increased from 84% to 91%, largely thanks to generous donations from the Mother's Day Classic community.

About Mother's Day Classic

The Mother's Day Classic was founded in 1998 by Women in Super - a national member organisation consisting of women working in the superannuation and related financial services industries. Women in Super supports the organisation of the nationwide event by providing volunteers drawn primarily from the superannuation industry. Since then, the Mother's Day Classic has grown from a walk in the park to an iconic event in the Australian calendar. Every Mother's Day, up to 100,000 Australians walk or run to show support for the 1 in 7 women diagnosed with breast cancer and raise vital funds for research.

(5 November 2021)