

JOB DESCRIPTION

Agency	Department of Tourism and Culture	Work Unit	Northern Territory Major Events Company
Job Title	Protocol Manager, Arafura Games	Designation	A06
Job Type	Full Time	Duration	21 Jan 2019 – 17 May 2019
Salary	\$88,157-\$98,549	Location	Darwin
Position Number	SUPN RTF	Closing	10 Jan 2019
Contact	Ms Meg Knuckey on 08 8999 6621 or meg.knuckey@nt.gov.au		
Agency Information	www.nt.gov.au/dcm		
Information for Applicants	Applications must be limited to a one-page summary sheet and an attached detailed resume/cv. For further information for applicants and example applications: click here		
Information about Selected Applicant's Merit	If you accept this position, a detailed summary of your merit (including work history, experience, qualifications, skills, information from referees, etc.) will be provided to other applicants, to ensure transparency and better understanding of the reasons for the decision. For further information: click here		
Special Measures	Not applicable to this vacancy.		
Apply Online Link			

Primary Objective:

The Protocol Manager will develop and manage the VIP and Hospitality program for the Arafura Games 2019.

Context Statement:

Northern Territory Major Events Company (NTMEC) deliver the Arafura Games. The delivery of these Games is undertaken in partnership with other event delivery stakeholders, including Government agencies, and requires high-level communication and collaboration skills and the ability to work to immovable deadlines.

The Protocol Manager will lead the planning, delivery and reporting on guest invitations and confirmations, arrivals and departures, transport, accommodation and hospitality. The role will be directly responsible for liaising with relevant government departments to ensure expectations and services are met and to develop relationships for the mutual benefit of the Games. The Protocol Manager will support the Head of Games Operations and Services and other functional areas to communicate to all Nations and Federations with interest in attending the Games.

Key Duties and Responsibilities:

1. Manage the planning and delivery of the Hospitality program and VIP guest invitations and confirmations
2. Develop and manage guest transport availability and fleet allocations
3. Work in collaboration with the Games Services Manager to provide appropriate accommodation
4. Develop and manage a calendar of event for VIP guests including sport competition, government functions and local activations
5. Manage and communicate medal presenters across all sports and venues with a focus on liaising with other government departments for their inclusion
6. Consistent reporting on progress and ability to collate a post Games report

Selection Criteria

Essential:

1. Experience in commercial management and hospitality
2. Strong leadership skills with a focus on managing expectations and making decisions
3. Project planning and cross functional integration skills
4. Strong interpersonal and communication skills with experience in managing clients and stakeholders
5. Ability to show initiative and track milestones

Desirable

1. Tertiary and post graduate qualifications in Business or Event Management
2. Experience in hospitality and guest services
3. Project management experience

Approved: December 2018

Mr Tim Watsford, General Manager, NTMEC