

**POSITION DESCRIPTION****IDENTIFICATION**
 Position Title: **Hub Coordinator Venue Management Services**    Position Number: **NEW**

 Section: **Estates & Inf. Services  
Services**

 Department: **Facilities (Soft FM)**

 Location: **Laucala Campus**

 Level: **Level 2**

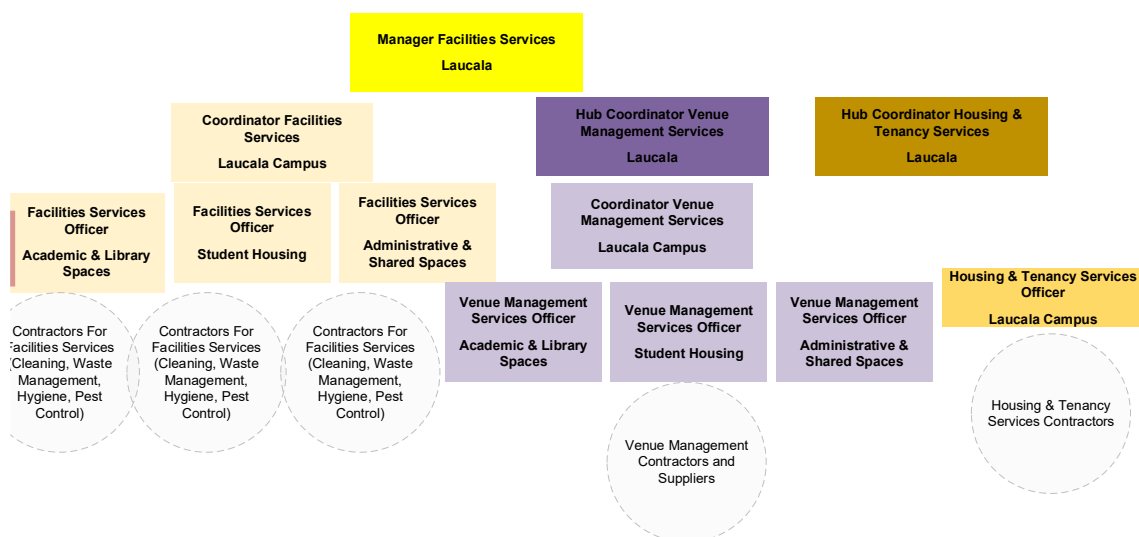
 Reports To: **Director E & I Services**

 Supervised by: **Manager Facilities  
Services**
**PURPOSE**

The Hub Coordinator Venue Management Services is responsible for the coordination and delivery of venue management services across all USP campuses. Based at Laucala Campus, the role oversees the largest and most complex venue portfolio in the university, including furniture and equipment logistics. The Hub Coordinator works through Facilities Coordinators, Officers, and Campus Management teams across the region to ensure consistent standards, efficient operations, and high-quality support for academic, administrative, and event-related activities.

**NATURE AND SCOPE**

Laucala Campus hosts the majority of USP's built estate and venue infrastructure, including lecture theatres, conference rooms, performance spaces, and event venues. The Hub Coordinator leads a team of three officers led by a Coordinator at Laucala to manage bookings, setups, equipment, and venue readiness. Regionally, the role supports venue operations through collaboration with campus-based teams, ensuring alignment with USP's service standards and strategic goals.



### KEY RESPONSIBILITIES AND PERFORMANCE INDICATORS

| Key Responsibility Areas                                     | Performance Indicators                                        | % Weighting |
|--------------------------------------------------------------|---------------------------------------------------------------|-------------|
| Oversight of venue management services at Laucala Campus     | Venues are functional, accessible, and well-supported         | 25%         |
| Coordination of regional venue services through campus teams | Consistent service delivery and positive stakeholder feedback | 20%         |
| Management of furniture, equipment, and logistics            | Timely setup and maintenance of venue assets                  | 15%         |
| Booking and scheduling oversight                             | High booking fulfillment rate and system accuracy             | 10%         |
| Event support and coordination                               | Events are delivered smoothly and professionally              | 10%         |
| Stakeholder engagement and issue resolution                  | Responsive communication and service recovery                 | 10%         |
| Monitoring and reporting of service KPIs                     | Accurate and timely reporting to Manager                      | 5%          |
| Emergency response and preparedness                          | Effective coordination during incidents and drills            | 5%          |

### POSITION DIMENSIONS

**Staff Supervised:** A coordinator and 3 Venue Management Officers and venue management contractors

**Financial Authority:** As delegated by the Manager

**Non-Financial Authority:** Oversight of venue operations, standards, and coordination

| Internal Contacts                                                                                                                                                     | Purpose                                   |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------|
| Manager Facilities Services, Campus Management, Facilities Coordinators, Estates Helpdesk, Academic and Administrative Units, ITS, Campus Life, Student Services etc. | Coordination of Venue Management Services |
| External Contacts                                                                                                                                                     | Purpose                                   |
| External Venue Providers, Contractors, AV and equipment providers, event organizers, regulatory authorities                                                           | Venue Management Services                 |

## POSITION SPECIFICATION

### Qualifications & Experience

- A Bachelor's degree and postgraduate qualifications in Facilities/Event Management, Logistics, or related field with minimum 4 years of relevant experience and management expertise; or
- Bachelor's degree Facilities/Event Management, Logistics, or related field with 7 years of relevant experience with at least 5 years in a supervisory role;
- Experience managing multi-site venue portfolios and logistics
- Familiarity with Pacific region operational contexts is desirable

### Skills

- Strong coordination and team supervision skills
- Proficiency in booking systems, AV equipment, and venue logistics
- Effective communication and stakeholder engagement
- Ability to manage competing priorities and complex setups

### Personal Qualities

- Service-oriented and proactive
- Committed to quality, accessibility, and continuous improvement
- Adaptable to diverse cultural and operational contexts
- Willingness to travel across the region and respond to emergencies

### Terms & Conditions / Position Environment

- Salary: Level/Band 2- FJ\$61,627 to FJ\$75,265 per annum
- Length of Contract: 3 years (renewable)
- Allowances and Benefits: As per USP policy

### Key Performance Metrics

| Metric                                    | Target                                             | Frequency  |
|-------------------------------------------|----------------------------------------------------|------------|
| Venue Booking Fulfillment Rate            | ≥ 98% of confirmed bookings delivered as scheduled | Monthly    |
| Event Setup Readiness                     | 100% of events set up on time                      | Per Event  |
| Furniture & Equipment Availability        | ≥ 95% availability and readiness                   | Monthly    |
| Stakeholder Satisfaction Score            | ≥ 85% positive feedback                            | Semesterly |
| Regional Venue Coordination Effectiveness | ≥ 90% campuses meeting service standards           | Quarterly  |
| Emergency Drill Participation             | 100% of relevant staff                             | Annually   |
| Incident Reporting Compliance             | 100% of incidents logged and escalated             | Ongoing    |
| KPI Dashboard Reporting Accuracy          | 100%                                               | Monthly    |

## ACCEPTANCE

Name: \_\_\_\_\_

Staff ID: \_\_\_\_\_

**POSITION DESCRIPTION**

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Staff Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Supervisor's Signature: \_\_\_\_\_

Date: \_\_\_\_\_