

# LEGISLATIVE ASSEMBLY OFFICE

## JOB PROFILE



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### VISITOR SERVICES- PARLIAMENTARY PROGRAMS EVENTS AND LOGISTICS COORDINATOR

AUGUST 2023

The Legislative Assembly Office (LAO) supports the Speaker and Members of the Legislative Assembly, providing nonpartisan procedural, administrative and educational services.

The Visitor Services unit under Parliamentary Programs plays a significant role in support of the Legislative Assembly Office's (LAO) mission to promote public awareness and engagement in the work of the Legislative Assembly. Visitor Services provides information to the public about Alberta's democratic parliamentary system through educational programming and outreach activities.

Reporting to the Supervisor, Public Services, the Event Logistics Coordinator is responsible for the planning, implementation and evaluation of event programming at the Alberta Legislature site, as well as logistical support for a variety of Visitor Services programs that take place throughout the year. The focus of this role is to augment activity and event programming on the site, including internal and external events, festivals, educational initiatives, evening programming, exhibits and other programming as required. This position also works closely with site partners to ensure policies, procedures and site requirements are in place and observed.

Parliamentary Programs operates in accordance with Legislative Assembly Office (LAO) policies and procedures, the Legislative Assembly Act, Standing Orders, and direction from the Speaker, the Members' Services Committee, and the Clerk.

### Responsibilities

1. Coordinate the development, planning, logistics, implementation, and monitoring of LAO events and activities. All of our events and programs align with LAO goals and objectives.

### Activities

- Draft and develop short and long-term strategic event plans, forecasting of resource requirements and supporting planning processes in consultation with the Supervisor, Public Services and for approval by the Manager of Visitor Services
- Understand Visitor Services programs and services to plan for collaborative and innovative events
- Develop and implement event research strategies, including environmental scans and benchmarking of event best practices and successes, including an analysis and assessment of suitability for our environment
- Plan and coordinate LAO annual and special events, including the assembly and leading of the event delivery team, venue procurement, and on-site supervision to support event execution
- Establish and monitor annual budgets for each event in order to forecast requirements and stay within the parameters of the budget throughout the year. This will be done in conjunction with the Supervisor, Public Services and will be reviewed and approved by the Manager of Visitor Services.
- Coordinate scheduling of staff for events with other Coordinators ensuring adequate staffing for events. The schedules will be reviewed and approved by the Supervisor, Public Services and the Manager of Visitor Services.

- Plan and coordinate logistical and technical requirements so all events will run efficiently through:
    - Coordinating rental of equipment, room bookings, room set-up and staffing for events and activities
    - Setting up and tearing down staging elements (i.e. pipe and drape), sound equipment, back drops, props, and site signage, as needed
    - Maintaining the storage of all event and logistical equipment in an on-site storage location
  - Liaise with Alberta Infrastructure and other site stakeholders to ensure timely and accurate event logistics are in place
  - Develop and maintain professional business relationships with event suppliers and talent agencies; while continually enhancing a database of suppliers and Alberta-based talent
  - Procure event services as required, negotiate costs and fees with talent and suppliers to ensure cost effectiveness; assist in preparing contracts or agreements for services, to be reviewed and approved by the Supervisor, Public Services and Manager of Visitor Services
  - Communicate event ideas to the Visitor Engagement Coordinator to provide context and framework for marketing materials
  - Work with site stakeholders, act as the main point of contact for contractors, support event development and execution for the Legislative Assembly Office (LAO)
  - Conduct an evaluation of completed events to determine successes and areas for improvement and draft a summary with proposed recommendations to the Supervisor, Public Services and Manager of Visitor Services
2. Collaborate with community groups, the event and performance community, and other potential stakeholders to engage potential clients and promote the facilities.

**Activities:**

- Represent the LAO within the greater events community of Alberta to build professional and effective relationships and networking opportunities
- Work with the Supervisor, Public Services to develop a long-term strategy to increase involvement and foster community participation to engage community stakeholders
- Identify and recommend strategic partnerships and participate in the relationship building with those partners, dependent upon the scale and scope of those potential relationships
- Work collaboratively with the Visitor Engagement Coordinator to develop communication tools to promote events and programs on the Alberta Legislature Grounds and maintain a database of this information

3. Work with internal and external stakeholders to support events at the Alberta Legislature.

**Activities:**

- Support Alberta Infrastructure in promoting the Alberta Legislature as a venue for events and outdoor activities
- Meet on an ongoing basis with Capital Precinct external stakeholders to coordinate event planning and logistics in order to promote their organizations
- Work with site partners to ensure Alberta health and safety requirements are met for LAO events
- Liaise with partners and recommend event guidelines for both LAO-led events and external events at the Alberta Legislature

- Coordinate with various security partners for all events to ensure information is shared effectively prior to an event
4. Support the overall operations of the LAO in order to meet the goals and objectives of the LAO in support of the Legislature as well.

#### **Activities**

- Contribute as an active team member to LAO initiatives, which may include supporting the Clerk, Speaker and ceremonial and conference functions
- Participate in planning, implementation and monitoring of services required to ensure a smooth transition from Legislature to Legislature, which includes assisting new members and staff during pre- and post-election activities
- Demonstrate commitment to workplace health and safety by following safe work practices and reporting work-related accidents and hazards immediately
- Demonstrate support for a positive workplace culture and the valued behaviors pursuant to the Respectful Workplace Policy.
- Participate in the classification, maintenance, retention and disposition of records within the guidelines of the LAO's File Classification and Retention Schedule

#### **Scope**

- role directly impacts the efficient and effective delivery of Visitor Services events to the general public, the Office of the Speaker, the Office of the Clerk, management and staff of the Legislative Assembly
- role directly impacts the efficient and effective delivery of Visitor Services programs and reflects the nonpartisan role of the LAO
- works collaboratively within a strong team environment, participates in team initiatives, provides leadership in event and logistical areas, provides support and communicates effectively with other program areas
- responsible for day-to-day operational decisions and handles routine problems where policy and procedure have been outlined and/or precedent set
- makes recommendations and gets approval from the Supervisor, Public Services and the Manager of Visitor Services for potential event opportunities and programs
- liaise with community partners, industry partners, the general public and vendors
- incumbent is required to organize tasks, set priorities, respond to changing priorities, work under deadlines and communicate with a variety of individuals
- decisions that fall outside guidelines or that could affect the Speaker or the LAO as a whole are referred to the Supervisor, Education Services or the Director of Parliamentary Programs
- services provided impact the efficient operation of the branch and the public image of the Legislature
- operates as a nonpartisan entity in a dynamic political environment

#### **Knowledge and Skills**

- post-secondary diploma or degree in event management, project management or a related field
- several years of experience in coordinating events of various sizes
- extensive hands-on experience with coordinating internal and external events and programs including event load-ins and event load-outs, and negotiating performer contracts, and interpreting technical riders

- demonstrated ability to work independently and with a dynamic team, through leading by example, and maintaining a positive, collaborative and calm demeanour at all times, especially under times of pressure
- experience effectively collaborating with internal and external stakeholders, individuals and groups while having the familiarity with various community and event organizations throughout Alberta
- ability to seek out and display creative and innovative ideas while adapting to change and discussing those changes with the team
- excellent interpersonal and communication skills, both verbal and written
- ability to lead discussions with diverse groups in a professional and a non partisan manner
- ability to project a professional and efficient nonpartisan attitude in interactions with internal and external clients and a strong commitment to client service
- highly developed use of judgment, tact and diplomacy with excellent analytical and problem solving skills
- experience leading project teams, balancing multiple projects, meeting tight deadlines and managing a budget
- ability to schedule staff based on event requirements, flexibility to adapt to irregular hours corresponding with programs or events
- excellent organizational skills with dedicated attention to detail
- strong time and project management skills
- strong analytical and proven problem-solving abilities
- strong public relations skills, notably sensitivity, diplomacy, and tact
- advanced computer skills (word processing, spreadsheet, database and internet search) are a must and audio/visual technical skills would be a significant asset
- thorough understanding of the goals, objectives, policies, procedures and protocol of the LAO and Visitor Services
- able to operate a part of a nonpartisan entity in a dynamic political environment
- awareness of public service organizational structures and functions and the ability to establish and maintain professional relationships and partnerships in accordance with established procedures and protocols
- knowledge of parliamentary traditions, the legislative process, and Alberta history
- ability to work in a team environment as well as independently to support the goals of the branch

**Position Classification**

Administration 1