



Job Description

Planning & Project Coordinator

Purpose of the role

The Planning & Project Coordinator is responsible for the end-to-end planning, coordination, and delivery of Down Syndrome NSW events and workshops (both online and in-person). This includes education workshops, community events, and special programs and activities that engage members, families, partners and supporters. The role involves managing all aspects of planning, from concept creation and speaker recruitment to on-the-day coordination, post-event evaluation, and continuous improvement.

Key Responsibilities

Event & Workshop Planning

- End-to-end coordination of DSNSW community events, workshops, and activities — from planning to delivery and follow-up.
- Develop event briefs with key details, topic outlines, speaker bios, and content synopses.
- Source and engage speakers, facilitators, and collaborators, ensuring alignment with DSNSW values.
- Book venues, manage logistics (including NFP status, invoices, deposits), and coordinate accessibility requirements.
- Create speaking notes, MC scripts, or facilitation materials as required.
- Schedule events in quarterly blocks following DSNSW planning timelines.
- Recruit and coordinate staff or volunteers for event delivery.

Event Asset Creation & Promotion

- Create event-related assets in Canva (tiles, flyers, banners, promotional materials).
- Set up Humanitix event pages, ticketing, and descriptions.
- Coordinate with Communications for social media posts, EDMs, newsletters, and website updates.
- Draft event blurbs for various channels and develop strategies to boost attendance.

On-the-Day Coordination

- Facilitate, moderate, or MC events as required (online and in-person).
- Ensure run sheets, speaker briefs, AV, Zoom/Teams links, and recordings are ready.
- Support delivery teams, volunteers, and suppliers to ensure smooth operations.
- Promote upcoming events, campaigns, and membership during sessions.

Post-Event Evaluation

- Send and collect feedback forms; manage follow-up tasks (e.g. certificates, thank-you communications).
- Review evaluation results, capture learnings, and archive documentation.
- Provide post-event reporting for evaluation, grant compliance, or promotional purposes.

Stakeholder Engagement

- Engage with members, community partners, and sector professionals to identify relevant topics and speakers.
- Liaise with internal teams to confirm event content, logistics, and strategy alignment.
- Ensure all events are inclusive and accessible.

Support for Other Team Members' Events

- Provide logistical, promotional, and administrative support for events led by other staff these include community and member style events
- Manage catering, signage, photography, accessibility, and resource preparation for team-led events.

Pack & Resource Management

- Prepare and manage physical and digital packs (e.g. family welcome packs, expo kits, workshop resources, corporate volunteering materials).
- Oversee printing, packaging, stock tracking, and distribution.

Systems & Processes

- Use Canva, Humanitix, CRM, shared drives, and other platforms to streamline event creation and delivery.
- Apply templates and duplication processes to improve efficiency.
- Ensure all attendees captured on other platforms are moved into the CRM system

Resource Sharing & Member Support

- Share resources via the Knowledge Hub, website, social media, YouTube, newsletters, and support groups.
- Respond to member enquiries by phone and email, providing information and referrals.

Internal Operations Support

- Organise staff meetings and venue bookings.
- Support cross-team projects
- Coordinate communication across multiple people and priorities.

Skills and Experience

- Proven experience in event and/or workshop planning, ideally in a not-for-profit or community environment.
- Experience in end to end event coordination, including sourcing speakers and developing programs.
- High-level organisational skills, with the ability to manage multiple projects simultaneously.
- Proficiency in Canva and online event platforms (e.g., Zoom, Humanitix).
- Strong written and verbal communication skills, with attention to detail.
- Comfortable working evenings and weekends for event delivery.
- Previous use of project management systems or event planning tools.

Key attributes

- Passion for community engagement and creating meaningful, inclusive events.
- Ability to work independently and as part of a small, collaborative team.
- Creative thinker with strong problem-solving skills.
- Personable and confident when liaising with diverse audiences.
- Able to multi task a large number of events and workshops

Reporting to

General Manager

Hours and Location

This role requires flexibility, including some after-hours and weekend work. Hybrid work arrangements are available, with some attendance at the DS NSW office and event locations required.

This role is three days per week.