



POSITION DESCRIPTION

Club Functions & Hospitality Coordinator

Club Services & Heritage

April 2026



Title:

Club Functions & Hospitality Coordinator

Reports to:

Club Functions & Experience Manager

Direct Reports:

Nil

*Weekend and function work required

Job Goal:

- Lead the planning, coordination and delivery of club functions, inclusive of match day experiences, ensuring a consistently positive experience for all members and guests.
- Drive operational excellence across all functions through disciplined budget management, structured delivery processes, and effective coordination of internal and external stakeholders.
- Positively influence both the development and implementation of the Club Life strategy.

Accountabilities/ Responsibilities:

Policy and Planning

- Lead the coordination and management of the calendar of club functions
- Lead the development and implementation of functions, inclusive of budgeting and operational planning
- Conduct post-event reporting and analysis

Organising and Operating

Ensure that all operational requirements are completed accurately and efficiently, maintaining high standards across all aspects of function delivery.

- Assess budget and resourcing
- Liaise with key stakeholders, inclusive of entertainment, AV and catering
- Prepare collateral and ensure delivery is on brand
- Liaise with key departments on communications and marketing plan
- Prepare and process bookings in a timely manner
- Lead and manage functions to ensure seamless delivery, with positive member and guest experience
- Manage function staff and talent
- Debrief on function with key stakeholders and follow up on any opportunities for improvement to ensure function/s continue to be delivered professionally and successfully

Personal Interaction

- Liaise with Club Services & Heritage staff to ensure communication of function is clear, timely and accurate
- Collaborate with Executive Leadership Team and management as required
- Liaise with suppliers and stakeholders



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- Liaise with members and customers and VIP's
- Comply with MCC health and safety policies and procedures

Monitoring & Control

- Monitor performance against function budget
- Monitor booking process for functions
- Monitor feedback from members and customers
- Monitor emails and any correspondence from members and customers
- Monitor and assess performance of caterers and MCC staff working at functions and provide feedback and recommendations for improvement

Experience / Skills / Qualifications:

- Experience in service based or hospitality industry
- Experience in sporting, club and/or venue industry
- High level of attention to detail and a flexible approach
- Strong computer skills including MS Office Suite
- Presents with a professional and positive personal impact
- A positive, warm and friendly manner, with ability to ensure all members and guests feel welcome
- Excellent communication skills both written and verbal
- Excellent organisation and time management skills
- Sound financial skills in budgeting and reconciliation
- Excellent customer service and people skills
- A creative and innovative approach
- Ability to problem solve efficiently and courteously

The MCC is committed to providing a safe and welcoming environment for everyone including children & young people and has zero tolerance to child abuse and harm. All MCC staff are required to understand their responsibility in relation to child safety and must undertake mandatory child safety training. The MCC conducts reference checks including child safety and other pre-employment checks as appropriate.

It is a mandatory requirement to hold a current / valid Victorian Working with Children card to work at the MCC.