



## POSITION DESCRIPTION

### Business Events Travel & Site Inspection Manager

#### ORGANISATION

Business Events Perth is the peak industry body responsible for marketing Western Australia as a premier destination for business events, conventions, corporate meetings, and incentive travel. It drives increased business travel and visitation to the State and supports the diversification of Western Australia's visitor economy.

#### POSITION OBJECTIVE

The role is primarily responsible for organising and managing end-to-end travel arrangements and itineraries for clients considering Perth and Western Australia as their next business events destination. This includes booking flights, accommodation, ground transport, and coordinating appointments with local suppliers. The role also supports the travel booking needs of the organisation's business units.

Given that key international business event decision-makers are based in Germany, Belgium, France, Spain, Austria, Italy, Switzerland and the United Kingdom, fluency in multiple European languages and strong cultural awareness are valuable for effective communication.

The role also assists with the day-to-day operations of the Business Development Team, with a focus on administrative tasks, timely data entry into the CRM system, and coordination of familiarisation programs and site inspection itineraries with client engagement.

#### REPORTING RELATIONSHIPS

The role reports to the Director Business Development – Associations.

#### MAIN RESPONSIBILITIES

##### *Internal*

- Collaborate with Business Development team members to coordinate and manage site inspections for global and domestic clients from key source markets—including Germany, Belgium, France, the United Kingdom, and broader Europe. Responsibilities include pre-planning, developing travel itineraries, confirming bookings, and entering post-inspection data for reporting purposes.
- Maintain and update accurate client and event data in BE Perth's CRM (Simpleview), ensuring a high level of data integrity, through logging of expenses, commitment, referrals, and lead IDs, and prepare reports as required for the Executive team from Simpleview data.
- Make and confirm travel reservations for clients and internal team members, including but not limited to flights, transport, client indemnity forms and accommodation.
- Provide tailored advice on key Western Australian tourist attractions, leisure time suggestions, and local customs for visiting business event clients and families.
- Notify clients of travel dates, baggage limits, visa and medical requirements in a timely manner.
- Coordinate the collection of client travel documentation, including passport details, and ensure accurate issuing of itineraries, flight tickets, and accommodation details.
- Support the data entry and management of global advocacy program (such as Aspire Awards) information and client engagement activities to accurately measure ROI.



- Manage the planner calendar highlighted with team activities, platinum member meetings, familiarisation and site inspections.
- Assist the Business Development team to work on co-operative programs with member partners to understand their product and services and how it can best meet the needs of the clients.
- Assist with external agency reporting such as Business Events Australia and the relevant acquittal processes as directed.
- Work with and managing budget allocations for projects including site inspections, travel arrangements and travel itineraries.
- Handle and direct client calls providing travel solutions that increase visitation.
- Manage minute taking during Business Development fortnightly meetings and provide an update to the team on clients coming into the state for site inspections.
- Assist with travel booking requirements of the Business Development, Marketing and Client Engagement team as directed.
- Work closely with the Accounts team to ensure the accurate management and allocation of funds to clients related to client travel.
- Support other administrative, audit, clerical and account related duties as directed by the CEO or Executive Team as required.
- Support the conversion of business events by assisting with bid development and coordinating hosted site inspections that showcase Perth and Western Australia's capabilities and appeal.

#### *External*

- Communicate professionally with external stakeholders, including international event planners and decision-makers.
- Provide information and insights to international event planners on the International Event Coordinator Network (IECN) to support coordinated group travel and facilitate streamlined planning for business events in Perth.
- Contribute to the delivery of a destination concierge service in collaboration with partners, Perth Airport, and airlines to enhance the arrival, departure and destination experience for business event delegates.
- Host clients during site inspections, including itinerary creation, bookings, and escorting them on the ground.
- Provide guidance on travel documentation and visa application processes for international clients visiting Perth for site inspections or events.
- Represent Business Events Perth at selected member and industry functions, both locally and in the European market as required.
- Collaborate with Business Events Perth's partners and members to maximise effective business outcomes.
- Work with Business Events Perth members to understand their product and services and how it can best meet the needs of the different market segments.
- Develop and maintain a strong understanding of Business Events Perth members' product, particular hotel, travel experiences and business event facilities.



## OTHER REQUIREMENTS

The ability to work outside of normal business hours including weekends is an essential requirement of this position as is the ability and willingness to travel interstate and overseas as directed.

## PERSONAL ATTRIBUTES

### *Skills*

- Excellent interpersonal skills and ability to establish strong professional relationships with clients, industry partner and international stakeholders.
- Demonstrated ability to manage unexpected travel disruptions such as cancellations or schedule changes, ensuring minimal impact on client experience during site inspections or business visits.
- Strong written and verbal communication with a high attention to detail.
- Fluently communicate in European languages to assist with the conversion of business.
- The ability to listen and take direction from others willingly.
- High level of computer literacy with proficiency in Microsoft Office applications and travel booking systems.
- Excellent organisational ability and time management skills.
- Willingness and ability to adapt and be flexible towards changing business and client travel needs.
- Ability to assist with multiple projects at one time and meet deadlines.
- High level of personal initiative and common-sense judgment.
- Use of time effectively and productively.
- High level of personal presentation.

### *Knowledge*

- Experience with travel and CRM programs, particularly Simpleview.
- Experience in a customer service, travel, hotel and business development environment is highly desirable.
- Experience in the Travel, Tourism or Hospitality industry is essential.
- Experience attending international roadshows to engage with prospective clients and promote destination offerings.
- Experience and understanding of international mobility considerations and compliance factors when working with overseas clients or partners.
- In-depth knowledge of Western Australia's regions, tourism offerings, and business event capabilities is essential.
- Acts as a cultural liaison, bridging the gap between European clients and Western Australian suppliers through multilingual communication and deep intercultural understanding.



- Experience working in a not-for-profit environment is essential.

*Qualifications:*

- Tertiary qualifications in Tourism Management or related fields are desirable.