

Position Description

Position Title:	Festival and Events Support Officer
Business Unit:	Festival and Events
Department:	Community Wellbeing
Directorate:	Community Services
Classification:	Band 4
Date:	June 2021
Reports to:	Team Leader-Festival and Events
Supervises:	Nil
Internal Liaison:	<ul style="list-style-type: none"> All members of the department Officers in Community Wellbeing, Arts and Cultural Development, Media and Communications, Regulatory Services, Finance, Traffic, Parks and Cleansing Governance and Mayoral Office All other departments
External Liaison:	<ul style="list-style-type: none"> Members of the community relating to event planning Contractors and performers Volunteers and the general public at Council events Local event organisers Community agencies Other local governments

1. Position Objectives

- Provide administrative support to the Festivals and Events team to ensure the efficient and effective day to day operation of the activities of the Festival and Events team.
- Provide project support to ensure efficient and effective planning and delivery of Council led festivals and events and activities.
- Liaise with community event organisers throughout the city to support them to deliver effective event planning.

2. Key Responsibility Areas / Position Specific Responsibilities **Also refer to Appendix 1 - Additional Key Responsibility Areas / Position Specific Responsibilities for all employees*

Main areas of responsibilities will include but is not limited to:

Business Support to the Business Unit

- Assist with the general administrative duties in relation to the planning and delivery of events and other activities.
- Ensure the online events calendar on the Council website is up to date, liaising with the Media and Communications team and event organisers, as required.
- Liaise with the members of the Event Organisers Network to ensure community event planning processes are progressing in a timely manner.
- Liaise with recipients of Council's grant and sponsorship programs to ensure they deliver the agreed benefits to and acknowledgements of Council.
- Prepare for, attend and take minutes and notes at unit led meetings, as required.
- Keep events material/equipment supplies tidy and ensure they are maintained in working order.
- Liaise with other internal departments on behalf of the Festivals and Events team, as required.

Event Support to the Business Unit

- Distribute promotional material for Council events to community and other local organisations.
- Attend community events as part of the event delivery team, as required.
- Provide support to volunteer personnel and any Council Ambassador presence at Council led festivals and events.
- Provide support for Council-led activities in Harmony Square, within Cultural venues and public open space to ensure quality event related outcomes.
- Collate post-event information and assist in the preparation of reports.

Business Support to Directorate

- Assist with department telephone and other enquiries.
- Assist with department and other organisational business support tasks, as required.
- Contribute to improving the procedures and service delivery of the Directorate.
- Contribute to the continual improvement of procedures and delivery outcomes of the team and to the overall outcomes of the Community Wellbeing Department.

Customer Service

- Provide quality customer service to both internal and external customers.
- Receive record and assess customer enquiries and initiate action.
- Display initiative when dealing with customers, contractors and members of the public.

Finance

- Provide administrative support for the day to day financial transactions of the Festival and Events Team, including creating purchase orders and progressing invoices and payments.

First Aid Activities

- Undertake the role of Occupational First Aid Officer (OFAO) where required to administer First Aid to members of the public who may be injured or unwell whilst receiving Council services or while using Council facilities.
- Undertake quarterly checks of the supplied first aid kit to ensure it is compliant.
- Assist with any incident investigations and unresolved issues connected with the use of first aid supplies.
- Provide first aid within your office as required.

3. Overall Position Accountability and Authorities

The position is directly held responsible for:

- Providing effective support to the Festival & Events team and ensure the timely completion of agreed administrative tasks and functions to predetermined order of priority within set standards and procedures, to ensure high level service delivery and efficiency.
- The freedom to act is limited by standards and procedures encompassed by the nature of the work assigned from time to time.
- The work generally falls within specific guidelines, but with scope to exercise discretion in the application of established standards and procedures.
- Planning work at least a week in advance and completing tasks within specific timeframes as designated by the Team Leader Festival and Events.
- The effect of decisions and actions are usually limited to a localised work group or function, individual jobs or clients, or to internal procedures and processes.

4. Judgement and Decision Making Skills

Judgement and decision making will be within the following scope:

Independently

- Objectives of the work are well defined including responding to community enquiries.
- Referral of enquiries to other departments and units of Council.
- Exercise discretion to find solutions to issues within the scope of the role.
- Independently make and implement decisions relating to day to day operational needs of the position and related tasks.
- Day to day decision making within requirements of customer service queries, presentation of reports, correspondence and the provision of information.

With Input from the Team Leader and relevant senior staff

- Provide information relating to the review, implementation and revision of systems and processes required to ensure organisational efficiency.
- Provide responses to complex customer requests.
- Carry out a course of action according to predetermined priority.

Recommends and Identifies to the Team Leader

- Where improvements to procedures and systems could enhance the administrative functions of the Business Unit.
- Suggest administrative items for budget consideration.
- Ideas for the design and delivery of Council led events.

Guidance

- Guidance and advice are always available from the Team Leader Festival and Events, the Manager Community Wellbeing and Coordinators within the Community Wellbeing Department within the time available to make a choice.

5. Specialist Skills and Knowledge

The essential position requirements include:

- An understanding of the relevant technology, procedures and processes used within the business unit.
- An understanding of the function of the position within its organisational context including policies, regulations and precedents.
- An understanding of the goals of the business unit and an appreciation of the goals of the organisation.
- Ability to work positively and constructively with staff from a variety of professional backgrounds and disciplines.
- Proficiency in the application of standardised procedures, practices, Acts and Regulations along with an understanding of relevant precedents and previous decisions.
- Ability to communicate effectively with the public and possess high level customer service skills.
- Ability to work at Council events in a positive and helpful manner so as to contribute to the success of the event.
- Ability to summarise data in post event reports and prepare drafts for routine external correspondence.

6. Management and Interpersonal skills

The essential position requirements include:

- Skills in managing time, planning and organising own work to predetermined order of priority regularly monitoring the requirements of Festival & Events services and administrative demands.
- Maintaining up-to-date knowledge of existing and new administrative systems, procedures and skills.
- Manage competing priorities and customer services skills.
- The ability to gain cooperation and assistance from clients, members of the public and other employees in the administration of well-defined activities and in the supervision of employees where applicable.
- Good communication (oral and written) and interpersonal skills relating to day to day operational needs of the position and related tasks, exercising discretion and confidentiality in regard to service and client information.
- Ability to prepare routine correspondence and reports as required as well as basic knowledge of personnel practices and the ability to provide on-the job training and guidance if required.

7. Qualifications and Experience (Key Selection Criteria)


Essential

- Relevant Certificate IV qualifications or relevant event skills and work experience, to undertake administration, event planning and other frontline tasks for the team, department and directorate, preferably with experience in dealing with customers from culturally diverse backgrounds.
- Excellent customer services skills along with demonstrated skills in undertaking administration tasks, such as telephone management, processing of written materials and preparing financial transactions.
- Demonstrated relevant knowledge of administrative support and delivery of festivals and events.
- Demonstrated ability to operate a range of computer applications including Microsoft Office, Outlook and other Windows based systems.
- A current valid (and ongoing) Level 2 First Aid Certificate and Victorian Driver's License as well as satisfactory (and ongoing) Police and Working with Children Checks supplied prior to offer of employment and commencement.


Verification

We certify that the content of this Position Description accurately reflects the overall role and accountabilities of the position:


Prepared by:

Name:	Marcus Forster	Signature:	
Date:	June 2021		

Manager:

Name:	Marcus Forster	Signature:	
Date:	June 2021		

Director:

Name:	Martin Fidler	Signature:	
Date:	June 2021		

Position Occupant:

Name:		Signature:	
Date:			

Inherent Physical / Cognitive Requirements of the position

Not specific to this role (the position does not require more than 10-15% manual handling. A Task Analysis to identify detailed Physical Requirements of the role is not required).

Authorised by: Marcus Forster

Signature



Date: 24/06/2021

Cognitive Demand	Yes	No
Regular communication with team/work mates	✓	
Regular communication with others	✓	
Verbal instruction and supervision of others		✓
High concentration	✓	
Planning and problem solving	✓	
Job/task organisation	✓	
Short-term memory	✓	
Long-term memory	✓	

Position Description

APPENDIX 1

Additional Key Responsibility Areas / Position Specific Responsibilities for all employees

Business Unit Responsibilities

- Undertake Emergency Management duties as required by assisting in Emergency Management activities.
- At all times, take responsibility for maintaining the strictest levels of confidentiality regarding ratepayers, customers and employees.
- Make an ongoing, positive contribution to the Directorate.

Change Management

- Positively embrace, adopt and meet the challenges of change as it occurs within the organisation while possessing a 'can do' attitude in order to embrace new tasks and to assist others.

Team Effectiveness

- A demonstrated ability to work in a team environment and actively participate as a committed and valued team member to ensure a cohesive approach to achieving team and corporate objectives.
- Be a team player and adopt team practices that support a team approach across the organisation by supporting each other in a team environment to recognise individual team achievements and achieve team targets.

Organisational Requirements

- A committed employee, behaving in a manner consistent with personal and professional workplace standards as outlined in Council's Code of Conduct and other Council policies, procedures and guidelines.
- In accordance with the responsibilities of your role, positively support Council's response to the climate emergency by helping facilitate a whole-of-organisation approach where climate change mitigation and adaptation is embedded into all Council services, assets, operational and decision-making processes.
- Make a positive contribution to Council and be mindful of the requirements outlined in the Victorian Charter of Human Rights in the provision of service delivery while respecting the rights of colleagues and customers at all times.
- Act respectfully, responsibly and be accountable for your actions.
- Adhere to Council's occupational health, safety and return to work (RTW) policies and procedures and participate in health and safety training programs and initiatives.
- Understanding of and ability to work with diversity within the workplace and community.
- Perform other duties as directed within the limits of acquired skills, knowledge and training.
- Manage Council records in accordance with the relevant Council policies and corporate requirements to protect personal information.