

## Position Description

<b>Position Title:</b>	<b>Festival and Events Officer</b>
<b>Business Unit:</b>	Festivals and Events
<b>Department:</b>	Community Wellbeing
<b>Directorate:</b>	Community Services
<b>Classification:</b>	Band 5
<b>Date:</b>	October 2019
<b>Reports to:</b>	Team Leader-Festivals and Events
<b>Supervises:</b>	<ul style="list-style-type: none"> <li>On site contractors during event delivery including Site Manager</li> <li>Festivals and events staff</li> <li>Council Ambassadors and volunteers</li> </ul>
<b>Internal Liaison:</b>	<ul style="list-style-type: none"> <li>Festivals and Events Team</li> <li>Festivals and Events Working Group</li> <li>Other Community Wellbeing team members</li> </ul> <p>Other Council Departments including Media and Communications, all Community Services, Building Services, Parks, Strategic Planning, Traffic, Environmental Health, Community Compliance and Governance, Community Arts, Culture and Library Services.</p>
<b>External Liaison:</b>	<ul style="list-style-type: none"> <li>General public</li> <li>Community event organisers and community organisations</li> <li>Council Ambassadors and volunteers</li> <li>Contractors</li> <li>Sponsors</li> </ul>

### 1. Position Objectives

- To provide efficient and effective planning and delivery of Council-led festivals and events.
- To provide support and specialised advice to community groups and internal teams in the planning and operation of their events.
- To liaise with Media and Communications to ensure widespread and effective marketing of Council-led festivals and events.
- To assist in the forward planning and development of Council's festivals and events and other public engagement programs, as requested.

### 2. Key Responsibility Areas / Position Specific Responsibilities

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

#### Delivery of Council run Festivals and Events

- Provide high quality event planning and service delivery for Council's festivals and events.
- Administer allocated resources following the accepted Council procedures as agreed by Team Leader-Festivals and Events.
- Provide specialist advice and support to internal teams delivering Council events as required.
- Demonstrate creativity and innovation when programming activities, performances and entertainment at Council events.
- Liaise with other Council departments to build partnerships and active participation in Council-led events.
- Direct the work of relevant site contractors and liaise with the site manager at Council events as required.
- Provide induction process to all event contractors, staff and volunteers to cover duties and tasks and all required Occupational Health and Safety requirements for the event and the site.

#### Community Festival and Event support

- Oversee the receipt and prompt review of event application forms received from community event organisers using agreed procedures and specialised knowledge.
- Action or arrange for further information to be provided by the event organiser before distributing to relevant departments in a timely manner.
- Liaise with other internal stakeholders regarding community events permits and planning and communicate with all parties in a respectful and well informed manner.
- Attend meetings with community organisers and provide advice and related assistance, as required.
- Attend the Event Organisers Network (EON) and community events as required.

#### Volunteer Management at Council's Festivals and Events

- Coordinate volunteer presence at Council-led festivals and events under the directions of the Team Leader-Festivals and Events.
- Oversee the process of surveying festival attendees regarding community satisfaction levels either directly or through volunteers at each Council-led festival and event.

#### Event Marketing and Evaluation

- Ensure Council's festival and events program and related activities are included in the Council's online events calendar and any associated social media forums in a timely manner.
- Provide information to the Media and Communications unit for inclusion in initiatives such as The City publication by deadlines.
- Have input into the development of high quality marketing collateral and publicity relating to Council's festivals and events.
- Assist with sponsorship proposals and partnership development as required.
- Oversee the preparation of surveys with the support of the Team Leader-Festivals and Events and participate in the evaluation of information collected at Council's festivals and events.
- Support community organisers to undertake effective evaluation of their events.

#### General Administration

- Support the Team Leader-Festivals and Events with forward planning and development of the unit, including the identification of funding opportunities and the preparation of strategic report documents as directed.
- Be the key point-of-contact for contractors, art/entertainment organisations, artists, community representatives, and any other relevant internal/external stakeholders in the lead up to events and on the event day.
- Ensure high quality administration support is provided to the Festivals and Events Working Group.
- Complete other administration and support tasks that may arise from time to time.

### **3. Overall Position Accountability and Authorities**

The position is directly held responsible for:

- Overseeing the circulation of applications for Council event permits within the prescribed timeframes and liaising with organisers to facilitate the permit process.
- In consultation with Team Leader-Festivals and Events, maintaining the high quality and overall safety of the Council-led Festivals and Events program.
- Acting as Event Coordinator on event days, referring to the nominated Site Manager for critical decisions or in case of an emergency.
- Ensuring that all events delivered by the Festivals and Events team are supported with appropriate promotional material.
- Collecting, collating and disseminating the data captured at the events delivered by the Festivals and Events team.
- Ensuring community event organisers receive the appropriate level of support and specialist advice for the successful progress of their event applications.
- Ensuring organisers of all events delivered on Council land demonstrate a thorough understanding of their Duty of Care and their event documentation meets the approval of the relevant Council departments.

- Where responsible for resource supervision, the freedom to act is governed by clear objectives and/or budgets, frequent prior consultation with the Team Leader-Festivals and Events and a regular reporting mechanism to ensure adherence to plans.
- Where responsible for provision of specialist advice to and/or regulation of internal or external clients, the freedom to act is subject to close supervision or to clear guidelines. The effect of decisions and actions taken on individual clients may be significant but the decisions and actions are always subject to appeal or review by the Team Leader-Festivals and Events.
- Where providing direct support and assistance to the Team Leader-Festivals and Events, the freedom to act is not limited simply by standards and procedures, and the quality of decisions and actions taken will often have an impact upon the performance of the Team Leader - Festivals and Events.

#### **4. Judgement and Decision Making Skills**

Judgement and decision making will be within the following scope:

- In consultation with the Team Leader-Festivals and Events:
  - oversee contractors and other temporary staff working to deliver Council's festival and events;
  - source appropriate community and professional service providers for events delivered by the Festivals and Events team and secure appropriate contracts within defined financial limits and procurement guidelines;
- Induct event volunteers and event crew to support the safe delivery of Council's suite of Festivals and Events.
- The objectives of the work are usually well defined, however the role may involve solving problems, using procedures and guidelines and the application of professional or technical knowledge, or knowledge acquired through relevant experience.
- Problems are occasionally of a complex or technical nature with solutions not related to previously encountered situations and some creativity and originality is required.
- Guidance and advice would usually be available from the Team Leader-Festivals and Events within the time required to make a choice.

#### **5. Specialist Skills and Knowledge**

The essential position requirements include:

- Experience in delivering and promoting large public outdoor events.
- Familiarity with risk management requirements and the implementation of effective procedures and programs that ensure the delivery of safe and compliant events.
- Experience in managing a volunteer and contract work force to assist in the delivery of events and festivals.
- Experience in working closely with a culturally diverse community and community event organisers.
- The work involves interpreting regulations and this requires an understanding of the underlying principles involved as distinct from the practices.
- The work also requires an understanding of the role and function of the Team Leader-Festivals and Events and an understanding of the long-term goals of the Festivals and Events unit and appreciation of the goals of the organisation.

#### **6. Management and Interpersonal skills**

The essential position requirements include:

- Skills in managing time, setting priorities and planning and organising one's own work and in appropriate circumstances that of other employees so as to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable.
- Where supervising events (including volunteers), the position requires an understanding of and ability to implement personnel practices including those related to equal employment opportunity, occupational health and safety and employees training and development.

- Require 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 other employees where appropriate.
- The role is expected to write reports in the field of expertise and to prepare external correspondence.
- Excellent written and interpersonal communications skills.
- Excellent community engagement and advocacy skills.
- Experience working with event contractors, such as a Site Manager and support crews.
- Experience in working to tight deadlines and within a small busy team.

## 7. Qualifications and Experience (Key Selection Criteria)

Selection of the most suitable applicant will be based on the following:

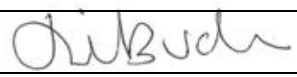
### Essential

- Tertiary qualification in Event Management with little or no relevant work experience or through lesser formal qualifications with significant professional experience. Experience should include:
  - Demonstrated understanding of risk management and relevant experience in delivering safe, secure and successful events and festivals, preferably with OHS or Safety Officer and First Aid training.
  - Demonstrated experience in successful programming for entertainment at events.
  - Demonstrated experience in collecting and analysing event data.
  - Demonstrated experience in successful promotion of events.
  - Demonstrated experience in positively managing volunteers and working with local communities.
- Current Victorian Drivers Licence.
- Satisfactory Police and Working with Children checks 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:**

<b>Name:</b>	Tilla Buden	<b>Signature:</b>	
<b>Date:</b>	October 2019		

#### **Manager:**

<b>Name:</b>	Marcus Forster	<b>Signature:</b>	
<b>Date:</b>	October 2019		

#### **Director:**

<b>Name:</b>	Martin Fidler	<b>Signature:</b>	
<b>Date:</b>	October 2019		

#### **Position Occupant:**

<b>Name:</b>		<b>Signature:</b>	
<b>Date:</b>			

## Inherent Physical Requirements of the position

### Summary

Date of last review: November 2015

Authorised by: Tilla Buden

Physical Requirement	Task Details	Frequency (% of the working day)				
		Rare	Occasional 0-33%	Frequent 34-66%	Constant >66%	Medical Provider Comment/ Opinion
Mobility/Postures						
Sitting					X	
Standing			X			
Walking			X			
Crawling		X				
Non Manual Handling						
Squatting/crouching			X			
Kneeling		X				
Bending			X			
Reaching			X			
Twisting/trunk rotation			X			
Fine manipulation/pinch grip			X			
Power/open hand grip			X			
Writing/typing				X		
Climb ladders		X				
Climb or descend down stairs			X			
Low level work			X			
Leg/foot controls	Only when driving	X				
Manual Handling – lift, carry, push, pull or hold						
1-5kg				X		
5.1 – 10kg			X			
10.1 – 15kg			X			
15.1 – 20kg		X				
Over 20kg		X				
Lift floor to hip			X			
Lift waist to shoulder		X				
Lift overhead		X				
Pushing/pulling			X			

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

Definitions	
<b>Mobility/Postures</b>	
Sitting	Stay in a seated position
Standing	Standing in an upright position, moving less than three steps
Walking	In an upright position moving more than 3 steps
Crawling	Move on the hands and knees or by dragging the body close to the ground
<b>Non Manual Handling</b>	
Crouch / squat	To lower the body by bending forward from legs and spine, buttocks on or near the heels
Kneeling	To lower the body
Bending	To bend forward and down from the waist or the middle of the back, rounding the shoulders and back for more than 3 seconds
Reaching	Extending arms out in any direction
Twisting / truck rotation	Rotating the body to one side or the other without moving the feet
Fine manipulation / pinch grip	Fingers are on one side of the object and thumb on the other, typically without the object touching the palm
Power/open hand grip	Using the whole hand to grasp an object, typically used to handle large or wide objects where the fingers are extended
Low level work	Performing manual handling actions at or near ground level
<b>Manual Handling</b>	
Lift / carry / hold	Raising or lowering an object from one level to another and holding / transporting the object using the hands, arms, or on the shoulders
Pushing / pulling	Applying force to move something away or closer to one's self, including static positions
Kilograms of force (kg.f)	Amount of force or effort required to perform a specific task or part of a task

## Position Description

### APPENDIX 1

#### **Additional Key Responsibility Areas / Position Specific Responsibilities for all employees**

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

##### 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.
- 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.
- Ensure compliance to relevant OHS regulatory requirements and implement, promote and maintain Council's OHS and return to work (RTW) policies, procedures, training programs and perform other duties as directed within the limits of acquired skills, knowledge and training.
- 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.