

Position Title	Festivals and Events Support Officer
Directorate	Community Strengthening
Department/Business Unit	Community Wellbeing / Festivals and Events
Team	Festivals and Events
Classification	Band 4
Date	January 2025

<b>Reports to:</b>	Coordinator Festivals and Events
<b>Supervises:</b>	On site contractors and volunteers during festivals and event delivery under guidance of Festivals and Events Officers.
<b>Internal Liaison:</b>	<ul style="list-style-type: none"> <li>All members of the Community Wellbeing department.</li> <li>Officers in City Planning, Design and Amenities, Governance (including Mayoral office), Business Engineering and Major Projects, Finance and Information Technology, Communications and Customer Service, People and Culture and Innovation and all other Council Department.</li> </ul>
<b>External Liaison:</b>	<ul style="list-style-type: none"> <li>Community, Corporate, and Government agencies' event organisers, Contractors and performers, Volunteers and the General Public.</li> </ul>

### Position Objectives

Your primary purpose in this position is to:

- Provide administrative support to the Coordinator and Festivals and Events team as required, to ensure the efficient and effective day to day operation of the business unit, including:
  - Ensuring business information and tasks are coordinated, up to date, readily accessible and completed on time.
  - Providing project support to the planning and delivery of Council led festivals and events.
  - Liaising with community, corporate or government agencies' event organisers throughout the City to support them to deliver effective event planning.
  - Providing quality customer service to both internal and external stakeholders.

### Key Selection Criteria

You need these essential qualifications (or experience), knowledge and skills to carry out this position:

- Certificate qualifications in a related field or relevant demonstrated knowledge, skills, and experience gained through on-the-job training commensurate with the requirements of the position, including demonstrated:
  - ability to undertake administration and other frontline tasks across Team, Department and Directorate levels including telephone management, processing of written materials and preparation of financial transactions.
  - relevant knowledge of event planning, delivery, and administrative support of festivals and events.
  - ability to operate a range of computer applications including the Microsoft Office suite of programs, and other event planning-based systems (e.g., Basecamp).
  - interpersonal and customer services skills, preferably with experience dealing with customers from culturally diverse backgrounds.

As part of the **Key Selection Criteria**, you must hold and supply these licences, registrations, certificates, etc., prior to offer of employment and commencement and continue to maintain them throughout your employment

in this role with Council:

- satisfactory (and ongoing) Working with Children's Check
- satisfactory (and ongoing) Police Check
- current valid (and ongoing) Victorian Driver's Licence
- ongoing First Aid and CPR (specify) including:
  - Provide First Aid (Level 2)
  - Provide First Aid in an Education and Care Setting
  - First Aid Management of Anaphylaxis

## Position Specific Responsibilities & Skills

In this position, you are responsible for:

<b>Business Support to the Business Unit</b>	<ul style="list-style-type: none"> <li>• Assist with general administrative duties in relation to the planning and delivery of functions, services, events, and other activities noting that service delivery support may include a requirement to work additional hours or attending out of hours events from time to time. This includes:           <ul style="list-style-type: none"> <li>○ document preparation, responding to general correspondence, collating reports and submissions and preparing agendas and minutes.</li> <li>○ liaising with:               <ul style="list-style-type: none"> <li>▪ members of the Event Organisers Network to ensure Community Event Planning Processes are progressing in a timely manner,</li> <li>▪ Media and Communications team and Event organisers, as required; and</li> <li>▪ other internal departments on behalf of the Festivals and Events team, as required.</li> </ul> </li> <li>○ assisting the Coordinator and department officers with arranging forums, meetings, and events.</li> <li>○ supporting the team with scheduling of Social Media posts and online Events Calendar ensuring the Council website is always kept up to date.</li> </ul> </li> <li>• keeping events material / equipment supplies well stocked, tidy and ensuring they are maintained in working order.</li> </ul>
<b>Customer Service</b>	<ul style="list-style-type: none"> <li>• Provide a high-quality customer service to both internal and external customers.</li> <li>• Initiate required actions for, and record outcomes of, customer enquiries and requests.</li> <li>• Display initiative when dealing with customers, contractors and members of the public.</li> </ul>
<b>Event Support to the Business Unit</b>	<ul style="list-style-type: none"> <li>• Assist with the distribution of promotional material for Council Festivals and Events to community, corporate, government agencies and other local organisations.</li> <li>• Provide support to Council staff or volunteers at Council led festivals, activities, or events in Council or cultural venues and public/open space to ensure quality event related outcomes.</li> <li>• Attend Community events as part of the event delivery team, as required and collate post-event information and assist in the preparation of reports.</li> </ul>
<b>Business Support to Directorate</b>	<ul style="list-style-type: none"> <li>• Assist with department communications and enquiries including promptly and courteously answering phones and recording and allocating staff messages.</li> <li>• Provide training and support regarding department and other organisational business support processes, as required.</li> <li>• Contribute to continuous process, procedure, quality, and service turn-around improvements for the Directorate.</li> </ul>
<b>Finance</b>	<ul style="list-style-type: none"> <li>• Provide administrative support for the day-to-day financial transactions of the Festival and Events Business Unit system, including creating purchase orders and progressing invoices and payments.</li> </ul>
<b>Working out of hours</b>	<ul style="list-style-type: none"> <li>• This position may require participation in an on-call or stand-by roster where afterhours contact for work related matters is required and in accordance with operational requirements (which may vary from time to time.) If the participant is required to participate in such a roster etc., then the relevant/applicable</li> </ul>

	allowance will be paid.
<b>First Aid Activities</b>	<ul style="list-style-type: none"> <li>• Undertake the role of First Aid Certified Officer (FACO) and administer first aid in line with job requirements and OHS First Aid Operational Procedure</li> <li>• Undertake quarterly checks of the supplied First Aid kit to ensure it is compliant.</li> <li>• Assist with any incident investigations and unresolved issues connected with the use of First Aid supplies.</li> </ul>

## Core Organisational Capabilities

We have a Core Capability framework to help everyone succeed and develop for their current and future positions. The relevant capabilities for this position are at the back.

## REACH Values

Our REACH values define who we are and how we interact with others. They define how each of us should aim to operate in the workplace regardless of the role we hold. Our REACH values are at the back.

## Organisational Responsibilities

Everyone at Council has the following responsibilities and obligations:

<b>Emergency Management</b>	<ul style="list-style-type: none"> <li>• Help Council fulfil its emergency management obligations by assisting in emergency management activities as required.</li> </ul>
<b>Occupational Health and Safety</b>	<p>All employees have responsibilities to:</p> <ul style="list-style-type: none"> <li>• Take reasonable care of their own health and safety.</li> <li>• Take reasonable care that their acts do not adversely affect the health and safety of other persons or themselves.</li> <li>• Follow policy, procedure or instructions to ensure, as far as is reasonably practicable, a safe workplace.</li> <li>• Report all incidents, injuries and near misses to their supervisor immediately and adhere to Council's Occupational Health, Safety and Return to Work (RTW) policies and procedures.</li> <li>• Participate in health and safety training programs and initiatives.</li> </ul>
<b>Child Safety</b>	<ul style="list-style-type: none"> <li>• Understand obligations and act in an appropriate manner with and around children.</li> <li>• Promote positive work practices with children.</li> <li>• Establish boundaries around acceptable and unacceptable behaviour in relation to children.</li> <li>• Adhere to reporting obligations where there is suspected or discovered child abuse.</li> </ul>
<b>Climate Change and Sustainability</b>	<ul style="list-style-type: none"> <li>• Help 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.</li> </ul>
<b>Compliance</b>	<ul style="list-style-type: none"> <li>• Remain mindful of the requirements of the Victorian Charter of Human Rights at all times.</li> <li>• Manage Council records in accordance with the relevant Council policies and corporate requirements to protect personal information.</li> <li>• Perform other duties as directed within the limits of acquired skills, knowledge, and training.</li> <li>• At all times, take responsibility for maintaining the strictest levels of confidentiality regarding ratepayers, customers, and employees.</li> <li>• At all times, comply with Council's Code of Conduct - Staff.</li> </ul>
<b>Diversity, inclusion and equity</b>	<ul style="list-style-type: none"> <li>• Demonstrate an understanding of and the ability to work with, diversity in the workplace, including: <ul style="list-style-type: none"> <li>○ zero tolerance of racism and expectations that staff will act on incidents of racism</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>o supporting Aboriginal and Torres Strait Islander children to express their culture and enjoy their cultural rights.</li> </ul>
<b>Gender Equality</b>	<ul style="list-style-type: none"> <li>• Support Council's response to the prevention of violence against women and workplace sexual harassment, including by modelling acceptable behaviour, and reporting improper conduct in a timely manner.</li> </ul>

## Inherent requirements of the position

These are the essential requirements of this position:

Council has a Flexible Work Policy. All staff are required to attend the workplace for the minimum number of days specified in the Policy.

### Vision and Hearing Requirements

- This position requires a vision test
- This position requires a hearing test

### Working out of standard business hours

- Not required.
- This role may be subject to work related contact outside of normal business hours. (Refer to Working Out of Hours under position specific responsibilities.)

On a typical day, approximately this much time would be spent on the following activities:

Cognitive Requirements	Task details (typical tasks)	Frequency (% of the working day)			
		Rare/ Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
<b>Working independently</b> – ability to utilise autonomy with respect to the processes by which tasks are completed. Little to no autonomy with respect to the work allocated to them by the supervisor	Administrative and/or logistic tasks in office and site environment.  Administrative and/or logistic tasks in office and site environment.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Team based work</b> – works in a team of people and not exposed to isolation		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Communicating with others</b> – Verbally	Administrative and/or logistic tasks in office and site environment.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Communicating with others</b> - Written	Liaise with key stakeholders to meet Council requirements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Focused Attention to task</b> – high levels of attention required to minimise errors and ensure accuracy		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Concentrating</b> – high levels of concentration required while completing required tasks	Administrative and/or logistic tasks in office and site environment.  Able to focus attention to tasks to ensure accuracy of festivals and events planning and delivery.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Planning and sequencing tasks and activities</b>	Administrative and/or logistic tasks in office and site environment.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Cognitive Requirements	Task details (typical tasks)	Frequency (% of the working day)			
		Rare/ Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
<b>Decision making</b> – <i>required to exercise sound decision making while completing all aspects of the position</i>	Liaise with key stakeholders to meet council requirements				
<b>Problem solving</b> – <i>requirement to develop sound solutions to novel or unusual problems arising during the course of the day</i>	Administrative and/or logistic tasks in office and site environment. Able to use judgement to ensure accuracy of festivals and events planning and delivery.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Reasoning</b> – <i>required to exercise sound reasoning while completing all aspects of the position within defined scope</i>	Liaise with key stakeholders to meet Council requirements.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Judgement</b> – <i>required to exercise sound judgement while completing all aspects of the position within defined scope</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Short and long-term memory recall</b> – <i>ready access to documented procedures or precedents to perform requirements of the position</i>	Administrative and/or logistic tasks in office and site environment. Liaise with key stakeholders to meet Council requirements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Emotional resilience</b> – <i>exposure to stressful or distressing situations including meeting specified deadlines and production demands, dealing with aggressive or upset customers/clients, high conflict situations, general workload demands, change beyond individual's personal control</i>	Administrative and/or logistic tasks in office and site environment. Liaise with key stakeholders to meet council requirements and dealing with aggressive or upset customers/clients. Exposure to stressful or distressing situations including meeting specified deadlines, demands and production.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Interruptions</b> – <i>frequency of interruptions to daily work plans and requirement to change work plans at short notice</i>	Management of administrative tasks to support the planning and delivery of several festivals and events. Administrative and/or logistic tasks in office and site environment. Exposure to stressful or distressing situations including meeting specified deadlines, demands and production.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

### Physical Requirements

- This position does not require more than 10-15% manual handling/physical exertion OR
- A task analysis exists because this position requires more than 10-15% manual handling/physical exertion

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare / Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
<b>Mobility/Postures</b>					
<b>Sitting</b> – <i>stay in a seated position</i>	During all administrative and logistic planning in the office environment.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Standing</b> – <i>standing in an upright position, moving less than 3 steps</i>	Meeting and liaising work with key stakeholders. High frequency of standing on the site at the festivals and events delivery. Monitoring the festivals and events.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Walking</b> – <i>In an upright position, moving more than 3 steps</i>	Meeting and liaising work with key stakeholders. High frequency of standing on the site at the festivals and events delivery. Required during monitoring the festivals and events.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Crawling</b> – <i>Move on the hands &amp; knees or by dragging the body close to the ground</i>	Maybe required to move materials while sitting on the ground and kneeling or lower their body to the ground. Required during monitoring the festivals and events.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Non-manual handling</b>					
<b>Crouch/squat</b> – <i>To lower the body by bending forward from legs and spine, buttocks on or near the heels</i>	Maybe required to move materials while sitting on the ground and kneeling or lower their body to the ground. Required during monitoring the festivals and events.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Kneeling</b> – <i>To lower the body</i>	Maybe required to move materials while sitting on the ground and kneeling or lower their body to the ground. Monitoring the festivals and events.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Bending</b> – <i>To bend forward and down from the waist or the middle of the back, rounding the shoulders and back for more than 3 seconds</i>	Required to bend forward and down the waist when storing and disseminating promotional resources and delivering festivals and events. Use of trolley in delivery of festivals and events. During all preparation and delivery of festivals and events paraphernalia. During all administrative and logistic planning and delivery of festivals and events in the office and on-site environment.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Reaching</b> – <i>Extending arms out in any direction</i>	Required to reach when storing and disseminating promotional resources and delivering festivals and events. Use of trolley in delivery of festivals and events. Reaching in and out during the delivery of festivals and events. During all preparation and delivery of festivals and events	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare / Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
	paraphernalia. During all administrative and logistic planning and delivery of festivals and events in the office and on-site environment.				
<b>Twisting/trunk rotation</b> – <i>Rotating the body to one side or the other without moving the feet</i>	Required to twist or do trunk rotation when storing and disseminating promotional resources and delivering festivals and events. Use of trolley in delivery of festivals and events. Rotating the body preparation and delivery of festivals and events paraphernalia including all administrative and logistic planning and delivery of festivals and events in the office and on-site environment.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Fine manipulation/pinch grip</b> – <i>Fingers are on one side of the object and thumb on the other, typically without the object touching the palm</i>	Required to use fine manipulation when storing and disseminating boxed up material including opening boxes, container, etc.. During all administrative and logistic planning and delivery of festivals and events in the office and on-site environment. Occasionally using hand tools for maintenance or security of certain material may require some use of hand tools (e.g., scissors, screwdriver, etc.).	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Power/open hand grip</b> – <i>Using the whole hand to grasp an object, typically used to handle large or wide objects where the fingers are extended</i>	Required to use power/open grip when storing and disseminating boxed up material including opening boxes, container, etc.. During all administrative and logistic planning and delivery of festivals and events in the office and on-site environment. Occasionally using hand tools for maintenance or security of certain material may require some use of hand tools (e.g., scissors, screwdriver, etc.).	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Writing/typing</b>	During all administrative and logistic planning and delivery of festivals and events, which majority happens in the office but might require on-site environment. Reporting/monitoring and meeting requirements.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Climb or descend ladders or stairs</b>	Various type of ladders or small step ladders (less than 1.8 metres) might be occasional used based on office/ onsite.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Low level work</b> – <i>Performing manual handling actions at or near ground level</i>	Maybe required to move materials while sitting on the ground and kneeling or lower their body to the ground. Required during monitoring the festivals and events.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare / Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
<b>Manual Handling</b>					
<b>Lift/Carry/Hold</b> – <i>Raising or lowering an object from one level to another and holding/transporting the object using the hands, arms or on the shoulders</i>	Handling festivals and events material on-site and in the office environment when delivery occurs from other organisations/ businesses. Preparing paraphernalia when supporting community festivals and events.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Pushing/Pulling</b> – <i>Applying force to move something away or closer to one's self, including static positions</i>	Handling festivals and events material on-site and in the office environment when delivery occurs from other organisations / businesses. Preparing paraphernalia when supporting community festivals and events.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Kilograms of force (kg.f)</b> – <i>Amount of force or effort required to perform a specific task or part of a task</i>	Generally, no more than 15kgs. More than one person to carry more than 15kgs. Materials may be lifted by mechanical means such as trolley. Movement with carrying any weight is minimise with the use of mechanical devices.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Weight requirements – lift, carry, push, pull or hold</b>					
1-5kg	Cases of drinks. Boxed up paraphernalia Festivals and events resources (e.g., bollards, banners).	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
5.1 – 10kg	Cases of drinks. Boxed up paraphernalia Festivals and events resources (e.g., bollards, banners).	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
10.1 – 15kg	Cases of drinks. Boxed up paraphernalia Festivals and events resources (e.g., bollards, banners).	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
15.1 – 20kg	Heavy materials in this category will need two persons lift and use mechanical devices to assist. Occasionally moving generator onsite.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lift floor to hip	Preparing and sorting our Festivals and events materials and resources in the office and on-site environment.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Lift waist to shoulder	Preparing and packing up equipment from and to stage, from or to table, from or to vehicles in the office and on-site environment.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Lift overhead	Only light material that is to be moved. Lifting light material overhead is occasional (e.g., decoration, signs).	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pushing/pulling	Where there is use of trolleys during the delivery both in office and site environment or built-in trolley (e.g.,	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>



Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare / Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
	generator placement). Use of trolley in delivering paraphernalia.				

### Band descriptors *(as defined in Council's Enterprise Agreement)*

These descriptors help to classify the position:

### Accountability and Extent of Authority

The position is directly held responsible for:

- Providing effective support to the Festivals and Events team and ensure the timely completion of agreed administrative tasks and functions within a predetermined order of priority, 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 Coordinator Festivals 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.

### Judgement and Decision-Making Skills

Judgement and decision-making is within the following scope:

#### Independently

- Exercise discretion within established standards and procedures to find solutions to issues within the scope of the role, including referring enquiries to other departments and units of Council as appropriate.
- Make and implement day to day decisions within operational needs of the position and related tasks including community and customer service queries, presentation of reports, correspondence, and the provision of information.

#### With Input from the Coordinator and relevant senior staff:

- When providing information relating to the review, implementation and revision of systems and processes required to ensure organisational efficiency.
- When providing responses to complex customer requests.
- When carrying out a course of action that is a variation to predetermined priorities.

#### Recommends and Identifies to the Coordinator and relevant senior staff:

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

#### Guidance

- The objectives of the work are well defined, however guidance and advice are always available from the Coordinator Festivals and Events, the Manager Community Wellbeing and Coordinators within the Community Strengthening Directorate within the time available to make a choice.

### Specialist Knowledge and Skills

The position requires the following essential skills and knowledge:

- An understanding of the:
  - relevant technology, procedures and processes used within the Festivals and Events business unit.
  - function of the position within its organisational context including relevant policies, regulations, and precedents.
  - goals of the Festivals and Events business unit and an appreciation of the goals of Council.

- Ability to:
  - work positively and constructively with staff from a variety of professional backgrounds and disciplines.
  - communicate effectively with the public and possess high level customer service skills.
  - work at Council events in a positive and helpful manner so as to contribute to the success of the event.
- Proficiency in the application of standardised procedures, practices, Acts and Regulations along with an understanding of relevant precedents and previous decisions.
- Ability to summarise data in post event reports and prepare drafts for routine external correspondence.
- Maintaining up-to-date knowledge of existing and new administrative systems, procedures, and skills.

### **Management & Interpersonal skills**

The essential position requirements include:

- Skills in managing time, planning, and organising own work, including competing priorities, regularly monitoring the requirements of Festivals and Events services and administrative demands.
- 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.
- Interpersonal, customer services and communication (oral and written) 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 drafts for routine external correspondence, and an ability to summarise data into post event reports as required as well as basic knowledge of personnel practices to be able to provide on-the job training and guidance where required.

### **Verification & Approvals**

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

	<b>Name</b>	<b>Signature</b>	<b>Date</b>
<b>Occupant</b>			

# Appendix

## Core Capability Framework – Team Member

### Relationship Management

Develops and maintains strong and enduring relationships with colleagues and/or external stakeholders which are built on mutual respect and commitment. Ensures that all people are treated with dignity and respect regardless of gender, ethnicity, religion or sexual orientation.

- Demonstrates respect for the wide range of views and perspectives that are expressed in their teams
- Contributes effectively to team meetings
- Demonstrates commitment to team decisions
- Demonstrates respect for other team members

### Planning & Organising

Thinks from a wholistic perspective and sees the patterns in the complex relationships that exist between the different parts of the organisation. Uses these insights to ensure that the organisation's human, physical and financial resources are effectively used in the achievement of the organisation's, team's or the role's agreed priorities.

- Is able to explain the relationship between own work activities and the goals and objectives of the team
- Prioritises work based on the needs of the team
- Shares relevant information as and when appropriate
- Consistently does her/his share of the work

### People Development

Demonstrates a deep commitment to ongoing learning and development as fundamental to the organisation's sustained success and to the realisation of the potential of its people.

- Is active in identifying opportunities for ongoing growth and development
- Seeks feedback with a view to personal and professional development
- Looks for opportunities to grow skills and knowledge
- Is proactive in managing own career development

### Future focused organisation

Is keenly aware of the social, political, economic and technological trends that impact the global and local environments and ensures these are factored into the work of individuals, teams or the organisation to deliver on the needs and expectations of the Council and the community it serves

- Incorporates key issues impacting the broader environment into the way they undertake their work
- Responds flexibly to change
- Shows resilience in times of change
- Seeks support during times of uncertainty

### Outcome orientation

Demonstrates a strong commitment to a high-performance culture by constantly striving for high quality customer service outcomes and accepting responsibility for outcomes within their control

- Demonstrates a willingness to take informed risks in solving client issues
- Ensures tasks are consistently completed to the required standard
- Responds promptly and appropriately to requests for service
- Consistently follows established practices and procedures

### Service focus

Ensures there is a focus on delivering work priorities to agreed quality and timeliness standards

- Is friendly and responsive to clients/customers
- Strives to deliver quality client/customer outcomes
- Deals with client/customer issues with concern and a sense of importance

### Self-management

Demonstrates self-awareness through understanding own responses to a range of situations as well as understanding the impact their behaviour has on others

- Accepts personal responsibility for outcomes within their control
- Demonstrates the ability to regulate and adapt behaviour according to the circumstances and the audience
- Seeks out feedback with the purpose of reflecting on work performance with a view to self-improvement
- Models Greater Dandenong's ethical and organisational standards

### **Safety, health and wellbeing**

Ensures that the safety, health and wellbeing of employees, contractors, service users and councillors is at the heart of the organisation's culture and the way work is organised and services delivered

- Acts decisively during times of ambiguity and pressure
- Actively participates in discussions and activities aimed at improving safety, health and wellbeing
- Takes responsibility for the personal safety, health and wellbeing of self and immediate others
- Supports and encourages colleagues to actively participate in safety, health and wellbeing initiatives

## **Council's REACH Values**

### **Respectful**

We respect and care about our community, each other and ourselves.

We act with integrity at all times and in all matters.

We take time to listen to and seek to understand the other point of view.

We strive to understand and respect the diversity of our community and our workplace.

We understand our role in the community and respect the responsibility that comes with

### **Creative**

We care about getting the best outcomes.

We constantly ask: What's the future and what's possible?

We have the courage to try new ideas.

We strive for excellence in everything we do.

### **Engaged**

We listen to our community and respond.

We work together with our community and each other, to achieve the best outcome.

We have the confidence to challenge the status quo, to reach for better outcomes.

We are action-oriented in identifying and responding to new challenges.

### **Honest**

We tell the truth, even when we know people may not want to hear it.

We form our opinions and give advice from sound, evidence based research.

We act with humility and apply the highest standards of ethical behaviour to everything we do.

### **Accountable**

We are proud of our city, our community and our achievements.

We spend our time and effort on solutions rather than looking for someone to blame.

We take responsibility for our actions.

