

Job title: Administration and Events Officer – Arts and Cultural Services	
Classification: Band 4 Annualised	Effective Date: October 2022
Reports to: Senior Arts Officer, Festivals	Tenure: Permanent

About us:

At Whitehorse City Council, community is at the heart of everything we do.

We aspire to be a healthy, vibrant, prosperous and sustainable community. We enable this through strong leadership and community partnerships.

We strive to stay ahead of evolving changes and needs of our community.

Our five key principles empower our employees to be innovative and to provide an excellent customer experience. We are a resilient organisation where everyone belongs.



Excellent Customer Experience and Service Delivery



Great Organisational Culture



Innovation and Continuous Improvement



Good Governance and Integrity



Long Term Financial Sustainability

We value:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. It is expected that all employees 'live' these shared values. In living these values we also ensure that everyone has a voice and that everyone matters.

Collaboration

We work flexibly together to achieve outcomes and solve problems.

Respect

We actively listen, value diversity and care.

Excellence

We adapt, respond, learn and grow.

Accountability

We take responsibility and follow through on our promises.

Trust

We act with integrity and are empowered to make decisions.

Goal Statement

To contribute to the development and achievement of the Arts & Cultural Services Department by providing operational event support and client focused administrative support with a commitment to quality and continuous improvement.

Key Responsibilities

Position Specific Responsibilities

- Develop, implement and maintain effective administrative systems and practices for the Arts and Cultural Services Department including:
- Database management, purchasing, mail-outs, presentations, letters, meeting agendas and minutes.
- Provide pre-event support to the Senior Arts Officer, Festivals including operations/logistics, site safety, artistic and marketing.
- Provide event day support to the Senior Arts Officer, Festivals including assisting with the coordination of event/festival activities, suppliers, community groups and artists.
- Process and administer bookings and documentation for community events/festivals and film permits.
- Provide planning and safety information and assistance to community event organisers.
- Provide support in the selection process and event day management of food traders for the Whitehorse Festival Season.
- Oversee and assist the online marketing/social media campaigns for the Whitehorse Festival Season and other Arts and Cultural Services programs.
- Provide wider assistance to the Department in the administration of various internal and external events.
- Provide administrative support to assist in the management of various stakeholder groups such as community groups, advisory committees, clubs and schools.
- Organise various functions and forums on behalf of the Arts and Cultural Services Department.
- Assist in the production of Arts and Cultural Services publications.
- Provide telephone support to members of the Arts and Cultural Services Department.
- Provide excellent customer service to both internal and external stakeholders.
- Administer set policies and procedures.

Corporate Responsibilities

- Adhere to all Corporate Policies, Procedures and the Organisational Goals and Values in the current Whitehorse City Council Collective Agreement.
- Understand and adhere to the Risk Management Policy (as it relates to the employees work area) and related procedures that are designed to minimise injury and/or loss to individuals, assets and equipment.
- Report any matters that may impact on the safety of Council employees or citizens, assets and equipment.
- Support, enable and encourage strategies and actions identified in Council's Gender Equality Action Plan (GEAP) to improve workplace gender equality.
- Champion a safe environment for children and young people in accordance with Council's commitment to Child Safety

Authority

Budget: Nil

Staff responsibility: Nil

Decision Making:

The position works within guided supervision. It includes regulated activities and other activities with identified objectives requiring the officer to select a method, process or system to achieve the objective. Work may involve problem solving using guidelines, standards and procedures, professional/technical knowledge or experience. Some creativity and originality will be required.

Key Relationships

Role works closely with the Manager Arts and Cultural Services, Cultural Services Coordinator, Senior Arts Officer Festivals, Senior Arts Officer Artspace, and Heritage Programs Officer. The role regularly interacts with the members of the Arts and Cultural Services Department, staff and management across the organisation.

This Officer is required to maintain professional relationships with external residents/customers, Advisory Committees, community groups, schools, sporting & arts clubs/associations and other external bodies.

Skills and Attributes

Qualifications and Experience

- Previous experience in an event/festival support role.
- Previous experience in an administrative role, including the provision of customer service to a wide range of clients - preferably within the events and arts industry.

- Ability to work effectively within a team environment.
- Proven ability to administer and support community event applications
- Working with Children Check.
- Valid Victorian Drivers Licence

Technology

- High-level skills in MS Office and ability to use other office technology and packages.
- Experience with social media platforms and content management for websites.
- Working knowledge of a purchasing and procurement system.

Interpersonal

- Must have the ability to liaise with the public and a diversity of residents, stakeholders and employees of the Whitehorse City Council.
- Sound verbal communication skills, excellent telephone technique and sound written communication skills.
- A positive contributor to workplace culture and performance.
- Outstanding customer service skills.
- Ability to prioritise work to meet deadlines.

Leadership/management:

- Strong initiative and ability to work in a team environment.

Other Attributes (Desirable)

- Assistance with community led events and processing of bookings.
- Local Government experience in an administrative capacity (e.g. procurement, approval processes).
- Ungerboeck software experience
- Adobe Creative Suite experience (e.g. Photoshop, InDesign etc.).
- AutoCAD editing experience.

Key Selection Criteria

Candidates must clearly demonstrate the following key selection criteria in order to be shortlisted:

1. Previous experience in the planning and delivery of events and festivals.
2. Previous experience in an administrative customer service role preferably in a local government arts setting.
3. Highly developed ability to use information technology relevant to this role.
4. Demonstrated ability to be an effective team member, show initiative and be a positive contributor to work place culture & performance.
5. Demonstrated ability to manage tasks and projects and get the job done.

Physical Requirements

Task	Performed Often	Performed Sometimes	Never/Rarely Performed
Keyboard duties	✓		
Reading tasks	✓		
Writing tasks	✓		
Sitting (extended periods)		✓	
Walking/standing (briefly)		✓	
Walking/standing (extended)		✓	
Driving car/utility/truck		✓	
Lifting/carrying duties (light)		✓	
Lifting/carrying duties (heavy)		✓	
Pushing/pulling tasks (light)		✓	
Pushing/pulling tasks (heavy)		✓	
Chopping/digging tasks			✓
Bending/kneeling requirements		✓	
Climbing stairs/ladders/scaffolds			✓
Handling grease/oils			✓
Exposure to dust/dirt		✓	

Exposure to hazardous materials			✓
Exposure to noise		✓	
Repetitive arm/wrist/hand movements		✓	
Other (please specify)			

Any other relevant comments:

The position is worked primarily Monday to Friday, however weekend and out of hours work will be required. Additional hours may be worked during busier times and such time accrued is to be taken in lieu of payment as soon as practicable and annualised component where suitable.