

WHITEHORSE CITY COUNCIL

Position description

Job title: Civic Events Officer	
Classification: Band 5	Effective Date: October 2025
Reports to: Mayor and CEO Executive Lead	Tenure: Permanent – Part time 0.4

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 provide an excellent customer experience. We are a resilient organisation where everyone belongs.



CREATe - Our Values and Behaviours:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. Our 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.

City of Whitehorse is a culturally and linguistically diverse community. We are proud of the diversity of our workforce and recognise the strength this provides in meeting the needs of our community. We are committed to upholding a safe, inclusive and respectful workplace that values the contribution of all.

Whitehorse City Council is committed to being a child safe organisation. We recognise our responsibilities to keep children and young people safe from harm and have established policies, procedures and training to achieve these commitments.

Goal Statement

The position is responsible for the effective planning, coordination and implementation of a program of civic functions, official openings and other activities on behalf of Council.

This includes Citizenship Ceremonies, Civic Awards, Community Dinners, Sister and Friendship City programs and other meetings, events and International delegations as required to facilitate Mayoral and Councillor events and meetings.

The Civic Events Officer will build and maintain partnerships with internal teams and external stakeholders, ensuring that events align with organisational goals and objectives.

The role supports the Governance and Executive Support team.

Key Responsibilities

Position Specific Responsibilities

Civic events

- Coordinate the planning, development, implementation and evaluation of civic events ensuring alignment with the organisation's goals.
- Attendance and facilitation of civic events during and outside normal business hours.
- Attend and host events with a high degree of professionalism and ensure smooth running pre, during and post event, ensuring all formal protocols are enacted.
- Provide strategic technical advice and event management support for civic events, including Citizenship Ceremonies and other key civic events
- Manage logistics, ensuring all required resources, suppliers, permits, insurance and risk management plans are in place for events.
- Ensure compliance with organisational policies and industry regulations, maintaining safety standards.
- Ensure the delivery of effective communication plans, promotional strategies, and media engagement.
- Manage event budgets, ensuring the allocation of resources aligns with the adopted budget.
- Plan and oversee Citizenship Ceremonies, ensuring compliance with the Citizenship Code.
- Provide support to the Mayor, Councillors and CEO, organising speeches and briefings for civic events.
- Develop, review and maintain current procedures relevant to the responsibilities of the role

- Manage and communicate the Councillor events calendar to all relevant stakeholders, internally and externally.
- Proactive and strategic planning to make recommendations on invitee lists to ensure appropriate representation, including which events Councillors may consider attending based on their portfolios and interests.
- Align communications, messaging and efforts across internal and external stakeholders.
- Collaborate with external sector partners and internal departments to enhance event outcomes.
- Provide a high level of customer service to internal and external stakeholders, including government bodies, community groups and event partners.

Executive and Governance Support

- Assist the Executive Support team with Councillor requests
- Assist with the Annual Election of Mayor and Deputy Mayor event
- Provide direct support to the Councillors and ELT including making appointments, coordinating meetings, drafting correspondence, receiving initial enquiries, organising purchases, arranging conference attendance and other executive support activities.
- Assist with the management of Councillor Requests
- Assist with the management of the meeting cycle for Executive and Council the Meeting cycle

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.

Accountability and Extent of Authority

- Coordinate the management of civic events, overseeing planning, implementation, delivery and evaluation/reviews against objectives and budgets.
- Collaborate with Executive Business Support Officer – CEO, Mayor and Councillor to ensure Councillor event logistics are managed with exceptional levels of customer service, detail and positive customer experience outcomes.
- Provide advice to both internal and external stakeholders on matters related to the event program, protocols and support services.

WHITEHORSE CITY COUNCIL

Position description

- Organise and manage Citizenship Ceremonies in line with the Department of Home Affairs' Citizenship Code.
- Work autonomously to manage day-to-day resources within established policies, objectives and budgets to ensure alignment with team goals.
- Serve as the primary contact for all civic events related enquiries.

Budget: The position is to deliver civic events within the approved budget.

Staff responsibility: Nil

Judgement and Decision Making

- Manage and coordinate the organisation's civic events and activities, ensuring they align with the priorities, objectives and key calendar dates.
- Ensure civic events are planned and managed effectively, adhering to protocols, event planning processes, including risk management, permits, insurance, budget and supplier coordination.
- Coordinate and engage internal and external stakeholders to achieve shared priorities.
- Provide strategic advice and use project management framework for civic events coordination.
- Provide input to communication plans and promotional activities for the civic events program.
- Prioritise tasks and make decisions to ensure the smooth running of daily functions.
- Maintain confidentiality and discretion in handling sensitive matters.
- Solve problems by analysing options, adapting previous experiences and making recommendations for action.

Specialist Knowledge and Skills

- Understanding of the principles of civic events and how they apply within a local government context.
- Strong understanding of event management, including planning, risk assessment, compliance and contingency planning for public events.
- Expertise in events, community engagement, budgeting and financial management.
- Strong administrative and organisational skills, with familiarity in relevant budgeting techniques.
- Skilled in project management and coordination of civic events, ensuring alignment with organisational goals and effective stakeholder collaboration.
- Proficient in problem solving, negotiation and building partnerships to address issues and trends in event management.

WHITEHORSE CITY COUNCIL

Position description

Qualifications and Experience

- Proven experience in managing events.
- Demonstrated ability to provide strategic advice and manage relationships with internal and external stakeholders.
- Experience in managing event logistics, including budgeting, suppliers, permits, and safety planning.

Interpersonal Skills

- Strong communication skills, written and verbal, with the ability to represent the organisation at public events and meetings.
- Skilled in negotiation, consultation and maintaining professional relationships with stakeholders.
- Proven ability to work independently and as part of a team.
- Ability to manage competing priorities and solve problems through negotiation, creativity and strategic thinking.
- Ability to engage proactively with a diverse range of internal and external stakeholders using political acumen.

Key Relationships:

- Liaise with internal departments, external stakeholders and community partners to ensure the successful delivery of events.
- Maintain professional relationships with Executive, Councillors, contractors, suppliers and community groups.

Management Skills

- Use judgment to prioritise daily tasks and coordinate allocated responsibilities efficiently.
- Manage and coordinate key external calendar events and the civic events program, aligning them with organisational goals and objectives.
- Ensure internal and external events are effectively planned and managed, adhering to event planning processes, including risk management, permits, insurance, budgeting, and supplier coordination.
- Provide strategic technical advice and project management support for civic event management.
- Develop and deliver comprehensive communication plans and promotional strategies for the Civic Events program.
- Identify and address issues and trends in event planning and risk management, providing guidance to internal and external stakeholders, including agencies and community groups.

Application Requirements

- Satisfactory National (and International as applicable) Criminal History Check.
- Working with Children Check.

- A valid Victorian driver's licence.

Key Selection Criteria

1. Proven experience in coordinating the planning, development, implementation, and evaluation of civic events.
2. Strong interpersonal and stakeholder management skills and excellent planning and time management skills.
3. Demonstrated experience in managing event budgets, ensuring resources are allocated and delivered effectively.
4. Demonstrated ability to interact and communicate professionally with community members and senior stakeholders including Executives and Councillors.
5. Excellent written and verbal communication skills, with proficiency in Microsoft Office suite and other systems.

WHITEHORSE CITY COUNCIL

Position description

Physical Requirements

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
Kneeling/Squatting Tasks involve flexion/bending at the knees, ankle, and waist in order to work at low levels.	Setting up events at inside and outside venues	Often	
Hand/Arm Movement Tasks involve use of hand/arms	Keyboard, writing, carrying office supplies and event materials	Often	
Bending/Twisting Tasks involve forward or backward bending or twisting at the waist.	Setting up events at inside and outside venues	Often	
Standing Tasks involve standing in an upright position	May work at sit/stand desk, will occur at events	Often	
Reaching Tasks involve reaching above head, and above and equal to shoulder height	Setting up events at inside and outside venues	Often	
Walking Tasks involve walking on slopes and walking whilst pushing/pulling objects	Setting up events at inside and outside venues	Often	
Lifting/Carrying Tasks involve raising, lowering and moving objects from one level position to another	Setting up events at inside and outside venues	Often	
Pushing/Pulling Tasks involve pushing/pulling away, from and towards the body	Setting up events at inside and outside venues	Often	
Keyboard Duties Tasks involve sitting at workstation and using computer.	A significant portion of the work will involve using a computer sitting at a work station	Often	
Satisfactory Vision Standard of vision required equal to that required for driver's licence	Setting up events at inside and outside venues	Often	

Any other relevant comments: