

# WHITEHORSE CITY COUNCIL

## Position description

<b>Job title:</b> Cultural Infrastructure Administration Officer	
<b>Classification:</b> Band 4	<b>Effective Date:</b> December 2024
<b>Reports to:</b> Venue and Event Sales and Administration Supervisor	<b>Tenure:</b> Permanent Part time .86 (across 5 days per week)

### 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

This role supports the efficient operations of the Community Halls, Senior Citizen Centres, and the Box Hill Town Hall (and other Arts and Cultural Services Facilities as required) by providing administrative and customer service (on-line, in person and via telephone) support to the Cultural Infrastructure Team.

## Key Responsibilities

### *Position Specific Responsibilities*

#### Administration/Customer Service

- Administer all aspects of venue bookings for the Community Halls, Box Hill Town Hall or any other Arts and Cultural Services supported facility including enquiries, confirmation correspondence, site meetings and inspections, post-event reports, invoicing and statistical reports and site tours as required (in particular on days the Venue and Events Administration officer is not rostered)
- Support the Cultural Infrastructure team to deliver effective customer service by assisting with responding to internal and external enquiries in a timely and professional manner.
- Develop, implement, and maintain effective administrative systems and practices including database management to ensure flexible and responsive service delivery with a client service and industry best practice focus.
- Assist with the raising of purchase orders and processing of invoices across the team as required.
- Assist all visitors, in-person and telephone enquiries at the Box Hill Town Hall booking office.

#### Marketing Support Services

- Support the team with marketing support including updating website and social media content on-line surveys and newsletters.
- Distribution of promotional material.

### *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**

**Budget:** Nil.

**Staff responsibility:** Nil.

### **Judgement and Decision Making**

- All decisions will be made in accordance with standard operating procedures and practices.
- Guidance and advice will always be available within the time required to make a decision.
- The position works within guided supervision. Work may include problem solving using guidelines, standards and procedures, professional knowledge, or experience.
- The role may exercise discretion in the application of established standards and procedures.
- Recommend, implement, and also monitor correct adherence to venue conditions of hire.

### **Qualifications and Experience**

- Previous experience in a customer service / administrative support role preferably within local government, arts, or hospitality industries.
- Working knowledge of building maintenance requirements.
- Ability to perform the physical inherent requirements of the position.
- Experience with Ungerboeck or similar bookings and CRM program essential.

### **Interpersonal Skills**

- Sound oral and written communication skills to effectively communicate with clients, other employees and the public and for the preparation of standard reports.
- Well-developed customer service skills.
- Numeracy skills to assist with the preparation of booking quotes.
- Ability to work as part of a team and be an effective team member.
- Positive attitude.

## Technology

- Proficient skills in Microsoft Office are essential, including Word, Excel, and Outlook
- Proficient skills in Adobe Creative Suite
- Experience with online marketing and copy writing programs.
- Experience in the preparation of routine correspondence or reports and data compilation programs.

### Key Relationships:

- Liaise with staff and management at the Box Hill Town Hall, Arts and Cultural Services and departments across Council.
- Liaise with various cultural and community groups as well as not-for-profit organisations.
- Maintain a professional relationship with all internal and external bodies.

## Management Skills

- Ability to manage time and plan and organise their own work.
- Knowledge of and commitment to occupational health and safety and equal opportunity to assist with on-the-job training and supervision.

## 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. Previous experience in a customer service / administrative support role preferably within local government, the Arts or hospitality industries.
2. Working knowledge and understanding of booking systems along with proficient skills in Microsoft Office are essential, including Word, Excel, and Outlook
3. Experience updating websites, copy writing and creating social media content.
4. Sound oral and written communication skills to effectively communicate with clients, other employees and the public and for the preparation of standard reports.
5. Ability to manage time and plan and organise their own work.

## Physical Requirements

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
<b>Kneeling/Squatting</b> Tasks involve flexion/bending at the knees, ankle, and waist in order to work at low levels.	General cleaning	Up to once per day	
	CPR	Rarely	
	First Aid	Rarely	
	Rubbish picks up	Up to once per day	
<b>Hand/Arm Movement</b> Tasks involve use of hand/arms	Moving chairs	Daily	
	Reorganising shelves	infrequent	
	General cleaning	Up to once per say	
<b>Bending/Twisting</b> Tasks involve forward or backward bending or twisting at the waist.	Vacuuming	Infrequent	
	Stocking photo copier	Every 2 days	
	Filing	Daily	
<b>Standing</b> Tasks involve standing in an upright position.	Filing	Daily	
	Photocopying	Daily	

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
<b>Reaching</b> Tasks involve reaching above head, and above and equal to shoulder height.	For files, crockery, glass wear,	Rarely	
	Store retrieval	Rarely	
<b>Walking</b> Tasks involve walking on slopes and walking whilst pushing/pulling objects.	From room to room	Daily	
	General duties	Daily	
<b>Lifting/Carrying</b> Tasks involve raising, lowering, and moving objects from one level position to another +	Chairs	Sometimes	
	Tables	Sometimes	
	Crockery	Sometimes	
	Waste	Rarely	
	Files	Frequently	
<b>Pushing/Pulling</b> Tasks involve pushing/pulling	Trolley's (stores and equipment)	Rarely.	

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
away, from and towards the body			
<b>Keyboard Duties</b> Tasks involve sitting at workstation and using computer.	Typing	Frequently	
	Writing	Frequently	
<b>Satisfactory Vision</b> Standard of vision required equal to that required for driver's licence	Tasks involve reading writing.	Required at all times - must meet minimum requirements as per Track Safety Standard	
<b>Hearing – Lifeguard and School Crossing only</b>	Tasks involve listening to clients.	Required at all times - must meet minimum requirements as per Track Safety Standard	

Any other relevant comments: