



WHITEHORSE CITY COUNCIL POSITION DESCRIPTION

Programming Officer

Box Hill Community Arts Centre & Strathdon House & Orchard Precinct

Classification: Band 5

Effective Date: February 2023

Reports to: Centre Coordinator BHCAC

Tenure: Full Time

Goal Statement

To research, develop, promote and oversee delivery of a range of high quality creative and educational programs for Strathdon House & Orchard Precinct (SHOP) and The Box Hill Community Arts Centre (BHCAC). Programs will be course and workshop based, focused on creativity, arts, culture, healthy living and sustainability for adults, youth and children. Programs will be designed to optimize income generation for both centres, whilst ensuring diverse learning and skill enhancement opportunities for the community.

Key Responsibilities

Position Specific Responsibilities

- Research, plan, develop and implement diverse term and seasonal based courses and workshop programs focused on the arts, healthy living and sustainability
- During both the program planning and marketing phases, liaise with staff, volunteers, tutors, facilitators, schools, networks, and community members
- Plan, design and prepare course brochures, advertising and promotional material including press releases
- Update BHCAC and SHOP websites and other Council social media with relevant information regarding current and upcoming courses/events/workshops at each facility
- Report monthly, quarterly, annually and as required on the statistical outcomes of the programs including attendance, income and expenditure as well as provide anecdotal and statistical information of the health and well-being components of the programs offered.
- Maintain relevant databases related to programs to ensure accurate data regarding course attendance, tutor availability and for reportable key performance indicators
- Provide general customer service to BHCAC & SHOP patrons responding to enquiries, providing information on services and liaising with customers, community groups & other users
- Assist with general tasks as required contributing to maintaining the presentation and cleanliness of each centre and program delivery space
- Negotiate, produce and exchange tutor and workshop facilitator contracts and agreements and process customer invoices
- Provide comprehensive site based inductions for tutors and or workshop facilitators, including emergency procedures and safe operating guidelines for the site and equipment usage
- Pursue external funding opportunities to facilitate community arts projects

Corporate Responsibilities

- Adherence 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

Authority

Budget: Monitoring budget lines associated with programming across two sites.

Staff Responsibility: Supervise any permanent, casual, temporary, contract staff or volunteers working on BHCAC programs and associated projects.

Decision making: Accountable for the development and smooth operation of programs in a timely and professional manner within budget parameters.

Key Relationships

- Maintain a professional relationship with clients and user groups of SHOP and BHCAC, service providers, Council staff and volunteers, community, Government agencies and industry partners, other community centres, tutors, workshop facilitators, suppliers and additional stakeholders

Selection Criteria (Essential)

Qualifications and experience

- Tertiary qualifications in marketing, arts and/or sustainability education or related disciplines
- Experience in and a creative approach to the provision of community arts or sustainability education and participation or similar, in a local government context
- Demonstrated knowledge of diverse arts and community sustainability practices
- Well developed administration, marketing and promotion skills
- Proven high level experience in course programming
- Experience in project management including formulating and managing project budgets in conjunction with the Centre Coordinator.
- An understanding of up to date contractor and employment processes and procedures including the relevant fair work practices

Technology

- Experience operating Ungerboeck booking software
- Proficiency in the Microsoft Office suite of applications
- Proficiency in the Adobe Creative Suite
- Proficiency with social media and web content management software

Interpersonal

- Well developed customer service skills and excellent communication skills
- Ability to gain cooperation from the public, tutors, workshop facilitators and other work based colleagues
- Sound oral and written presentation skills to liaise with stakeholders and facilitate meetings
- Ability to maintain focus under pressure, communicate clearly and complete set tasks

Leadership/management:

- Creative energy and the drive and commitment to initiate and complete projects within budget constraints
- Supervision and leadership of clients, contractors, staff and volunteers
- Ability to resolve operational issues relevant to the programs including after hours where necessary
- Well developed project management skills
- Ability to manage a variety of complex tasks concurrently with minimal supervision and a practical approach to problem solving
- Attention to detail.

Notes and comments: (Include items applicable to this position)

- Short listed candidates may be required to attend a pre-employment medical examination
- This position involves evening and occasional weekend work

Key Selection Criteria

1. Tertiary qualifications in marketing, arts and/or sustainability education or related disciplines
2. Experience in and a creative approach to the provision course programming in the community arts or sustainability participation/education fields in a local government context
3. Well-developed administration, marketing and promotion skills including the use of Adobe Creative Suite together with Web content management software
4. Experience operating Ungerboeck booking software
5. Well-developed customer service skills and excellent communication skills

EMPLOYEE NAME:			
Employee Signature:		Date:	



PHYSICAL REQUIREMENTS FOR POSITION

POSITION TITLE: Programs and Exhibitions Project Officer

LOCATION/DEPARTMENT: Box Hill Community Arts Centre

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	√		
Working at heights above 2 metres			√
Working in darkened conditions			√