



position description

POSITION TITLE	Team Leader Events
AWARD AND CLASSIFICATION	Wodonga City Council Enterprise Agreement 2018 to 2021 Band 7
DIRECTORATE	Community Development
BUSINESS UNIT	Cultural Services and Tourism
REPORTS TO	Manager Cultural Services and Tourism
SUPERVISES	Events Coordinator Event Attraction Coordinator Cultural Services casuals
EMPLOYMENT STATUS	Full Time
DATE	April 2022
EMPLOYEE NAME	Vacant

ORGANISATIONAL CONTEXT

Wodonga Council's vision for the city is to be seen as a 'progressive, well-planned city that is affordable, offers an abundance of opportunities and is led by strong, empathetic stewardship'. This vision will support us to realise our mission 'to strengthen the community in all that we do'.

POSITION OBJECTIVES

The team leader will develop and help strategically position Wodonga as a destination for visitors seeking diverse experiences, facilitate opportunities for people and organisations within Wodonga to participate in diverse events/activities that provide creative engagement and strengthen community connectedness, and develop a sense of place and wellbeing in our community.

This will be achieved through:

- Investigating and securing opportunities for event attraction;
- Working with presenters to encourage good event management practice and successful delivery of events.
- The design, development and delivery of a calendar of events;
- The development of unique tourism experiences and products; and,
- The creation of strategic partnerships.

our values

TRUST - RESPECT - INTEGRITY - LEARNING

our mission

WE WILL STRENGTHEN THE COMMUNITY IN ALL THAT WE DO

Duties

Events and Event Attraction:

- Identify local community needs, strengths, opportunities and gaps in the service delivery of events / activities and address accordingly;
- Assess impact of existing Council events, both socially and economically;
- Overseeing the design and delivery of major and minor events within the city;
- Identify event attraction opportunities and liaise with potential event managers and organisations;
- Develop and manage the event attraction funding program and guidelines, including the assessment of event attraction applications;
- Develop event policies and guidelines for the City of Wodonga;
- Ensure the development and support of events projects within Wodonga, whilst working closely with schools, businesses and the community;
- Work with the Cultural Projects Coordinator and Council Business Units to ensure arts/cultural content in events (current and projected);
- Increase awareness of strategic practice and state guidelines applicable to hosting events in the City, eg. Risk management, OH&S, COVID Safe event practices etc;
- Provide advice, advocacy & strategic support to both council and community based event committees & organisations on the strategic development and implementation of events; and
- Ensure activities and programs are achieved within budget and opportunities for increased income generation are maximised.

Tourism:

- Work with the Manager Tourism & Cultural Services and Albury City Council in the delivery of the joint Tourism Partnership Agreement;
- Work with Albury City Council as part of the Visit Albury Wodonga (VAW) team to help deliver the Albury Wodonga Destination Management Plan actions;
- Attend the Murray Regional Tourism - tourism manager forums if required.
- Work with the VAW team and Murray Regional Tourism on key tourism campaigns, where appropriate, and coordinate their implementation with regards to Wodonga content.
- Work with other council business units, Albury City VAW team, the community and state resources to effectively promote Wodonga and its programs, attractions, activities and events to visitors, the tourism industry and the wider community;
- Work with the Manager Tourism & Cultural Services and the Economic Development team on the development of tourism product and investment opportunities for Wodonga.

This is a 'hands on' position with manual handling/physical work required. The position also requires some weekend and after hours work.

Accountabilities and Extent of Authority

The position is accountable for:

- The achievement of goals, objectives and policies set by Council Plan, Cultural Services Plan and Destination Management Plan relative to the position;
- The development of events policy and guidelines;
- The Implementation of the Destination Management Plan; and
- The development of policy and guidelines;
- The provision of accurate, timely and meaningful advice to the Manager Cultural Services and Tourism.

COUNCIL EMPLOYEE VALUES AND BEHAVIOURS

You are expected to demonstrate the values in your everyday work and your interactions with colleagues and the community.

Trust Talk straight – Say what you mean and mean what you say

 Create transparency – Do not withhold information unnecessarily or inappropriately

 Right wrongs

 Practice accountability – Take responsibility for results without excuses

 Extend trust – Show a willingness to trust others, even when it involves a measure of risk

Respect Treat other people with courtesy, politeness and kindness, no matter what their position or opinion

 Listen first – Seek to understand others before trying to diagnose, influence or prescribe

Integrity Tell the truth in an appropriate and helpful manner that does not compromise the organisation's objectives and values

 Keep confidences

 Do what you say you will do to the best of your ability

 Be open about mistakes

 Speak of those that are absent only in a positive way

Learning Work together and learn from each other

 Continuously improve and innovate

 Be open to change

 There is a high degree of responsibility for results – delivery without excuses

CAPABILITIES AND BEHAVIOURS

Demonstrate competency in each of the 7 capabilities of a Team Leader, according to the People and Performance Framework in Attachment 1, and practice the corresponding behaviours indicated for each capability.

JUDGEMENT AND DECISION-MAKING SKILLS

- Provide advice and creatively solve problems with the application of well-developed technical knowledge, relevant industry skills and previous experience relating to the responsibilities of the position.
- Make complex decisions and conduct research to resolve issues of a new and unexpected nature.
- Make decisions and solve complex problems as they arise.
- Understand budgets and act within delegation.

SPECIALIST KNOWLEDGE AND SKILLS

- Broad knowledge of the events industry;
- Broad knowledge of the tourism industry;
- Broad knowledge of relevant funding programs and agencies;
- Broad knowledge of community development processes;
- The ability to research and identify opportunities relevant to events that result in positive community involvement;
- The ability to prepare budgets and maintain budgetary limitations;
- Good understanding of Occupational Health & Safety and Risk Management in relation to events;
- A flexible non-judgmental approach to working with people in a team environment;
- The ability to advise Council and the community on the development and implementation of events;
- The ability to identify and develop events policy and guidelines for recommendation to Council; and
- Public speaking skills to sell Wodonga as a destination and promote / pitch for tourism development and event attraction opportunities.

MANAGEMENT SKILLS

- Supervise employees to deliver outcomes and achieve individual and team based goals, including by the provision of instruction and training to ensure they can meet the requirements of their position.
- Manage own time effectively and that of other employees to deliver results within a set timeframe and despite conflicting priorities.
- Work autonomously with limited supervision.
- Act professionally and maintain confidentiality.
- Motivate and develop all employees within the area to achieve proactive and positive outcomes for the organisation.
- Demonstrate personal integrity and have no tolerance for fraud or corruption.
- Monitor risk, business continuity, compliance and quality assurance according to organisational and legal requirements.
- Consider risk when making decisions.
- Prioritise at all times the safety and wellbeing of staff, and assist with the implementation of the organisation's OHS risk management systems and wellbeing initiatives.
- Be transparent, and ensure the reporting of hazards, risks and behaviours that contravene organisational or legislative requirements.
- Work effectively under pressure.
- Maintain personal hygiene and meet dress standards set for the position, including to wear any uniform and use any personal protective equipment prescribed for the position and particular work duties.

INTERPERSONAL SKILLS

- Influence and gain high level cooperation, support and assistance from a range of stakeholders including managers, supervisors, and other agencies and departments.
- Establish professional, productive and trusting relationships across the organization, including the ability to facilitate group discussions and gain consensus on contentious issues.
- Write clear and concise reports and correspondence.
- Apply communication skills including in consultation, conflict resolution, conciliation and change management to assist in the resolution of issues and challenges.
- Work as part of a multi-disciplinary team adding value and innovation to processes, procedures and systems.

INFORMATION TECHNOLOGY SKILLS

Be computer literate, with knowledge and experience with the Microsoft Office suite, and have the ability to quickly learn and adopt other software programs used by the organisation.

CUSTOMER SERVICE SKILLS

Meet customer service expectations to:

- Be honest, ethical and professional.
- Be helpful and courteous.
- Listen with respect and understand the customer's issues.
- Meet commitments made.
- Keep the customer informed.
- Ensure that the customer understands what is being said.
- Apologise if a mistake is made and attempt to make it right.
- Assist customers with physical, sensory or intellectual disabilities, to achieve equitable access to council services.

EMERGENCY MANAGEMENT DUTIES

As and when required, assist in dealing with any emergency situation which affects the operation of the council and/or wellbeing of the community.

QUALIFICATIONS AND EXPERIENCE

- Substantial and recent experience in events management.
- Substantial experience in sourcing funding for events programs.
- Several years' experience in tourism promotion and public relations.

LICENCES AND MANDATORY REQUIREMENTS

- Current Drivers Licence
- National Police Check (required to be supplied by the employee or prospective employee prior to commencement)
- Victorian Working with Children Check (required to be supplied by the employee or prospective employee prior to commencement, and renewed as required)
- Level 2 First Aid Certificate

EQUAL OPPORTUNITY EMPLOYER

Wodonga Council is an equal opportunity employer. We ensure fair, equitable and non-discriminatory consideration is given to all, regardless of age, sex, disability, marital status, pregnancy, sexual orientation, race, religious beliefs or other protected attribute. We recognise our proactive duty to ensure compliance with equal opportunity and to eliminate all forms of discrimination.

INHERENT REQUIREMENTS OF THE JOB

For details of the inherent requirements of the job, please see Attachment 2.

COGNITIVE JOB DEMANDS

The position is required to operate at the Team Leader level and will be required to demonstrate the personal competencies and behaviours detailed in the People and Performance Framework attached. The cognitive demands of the role include:

- Having difficult or uncomfortable conversations.
- Setting clear performance expectations of staff and contractors.
- Working in a professional capacity within a political environment.
- Being willing and able to adapt to change.
- Demonstrating resilience under pressure, and in changing and challenging circumstances.

KEY SELECTION CRITERIA

1. Demonstrated experience in event management; event attraction and tourism.
2. Demonstrated high level written and oral communication skills, including ability to write grants, plans, event attraction proposals, and effectively present these to a range of event or tourism stakeholders.
3. Demonstrated experience in project management to oversee multiple projects and tasks.
4. Experience in building and leading teams and supervising staff.
5. Thorough understanding of industry practice and state guidelines regarding Occupational Health and Safety (OH&S), risk and event management practices.

Staff member signature

People and performance framework

CUSTOMER SERVICE AND COMMUNICATION  Understanding and valuing our customer needs to make sure we provide quality customer service.		BUILD AND ENHANCE RELATIONSHIPS  Collaborating and working with our people and community.		PLAN, ORGANISE AND DELIVER  Performing work to the best of our ability to deliver successful outcomes for our people and community.	
FUTURE FOCUS  Identifying ways we can do better and anticipating future opportunities.		PEOPLE DEVELOPMENT  Looking after the personal and professional growth of our people.		MANAGE HEALTH AND WELLBEING  Recognising the importance of staff health and wellbeing.	
SAFETY AND RISK MANAGEMENT  Prioritising safe and ethical behaviour and decision-making in everything we do.					

Customer Service and Communication	
Understands customer needs and ensures consistency and quality of service to meet customer expectations.	<ul style="list-style-type: none"> • Understands and actively promotes the services and programs offered by Wodonga Council • Collaborates with internal stakeholders to support the delivery of quality service • Adapts communication style and message according to the audience • Applies creative thinking to deliver services that meet customer expectations • Prepares written material that is well-structured and easy to follow

Build and Enhance Relationships	
Supports and encourages teamwork, collaboration and positive relationships between staff and with customers.	<ul style="list-style-type: none"> • Understands the roles of different stakeholders • Communicates, influences and negotiates positive outcomes, including across teams and directorates • Confidently and respectfully engages in challenging conversations • Understands and accepts the value of different views, ideas and ways of working • Recognises and rewards the contributions and achievements of others • Consults and shares information and ensures others are kept informed of issues

Plan, Organise, Deliver	
Organises and co-ordinates resources to ensure team priorities and outcomes are met.	<ul style="list-style-type: none"> • Demonstrates commitment to quality and drive to achieve results • Sets clear and achievable objectives, timelines and priorities for team members • Seeks feedback from team, evaluates and recognises risks and opportunities • Is action-orientated and demonstrates commitment to following through • Demonstrates agility and adaptability as circumstances change

Future Focus

<p>Demonstrates adaptability to change and a strong commitment towards continuous improvement.</p>	<ul style="list-style-type: none"> • Looks to identify best practice solutions • Contributes to planning and implementation of new approaches and processes • Encourages improvement of workflow, systems and processes • Embraces changes and encourages and supports team members to accept and adapt to change • Demonstrates ability to manage conflicting demands
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People Development	
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<p>Demonstrates commitment to the growth and development of self and others.</p>	<ul style="list-style-type: none"> • Sets clear goals and performance expectations to support council plans • Holds self and other team members accountable to goals • Identifies opportunities that challenge and encourage development of team members • Provides effective coaching and feedback to achieve continuous learning • Addresses performance concerns promptly • Prioritises working together as a team and encourages active participation of all team members
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Manage Health and Wellbeing	
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<p>Promotes the health and wellbeing of self and the team.</p>	<ul style="list-style-type: none"> • Is aware of the impact of own behaviour on others and is responsive in adjusting behaviour • Demonstrates empathy and notices, interprets, and anticipates team members' concerns and feelings • Encourages team members to consider and address health and wellbeing issues proactively • Demonstrates confidence and belief in own capabilities • Remains calm in the face of pressure and challenge • Seeks support and opportunities to debrief when required
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Safety and Risk Management	
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<p>Monitors compliance with integrity and safety systems.</p>	<ul style="list-style-type: none"> • Leads the assessment of hazards and risk, and oversees the implementation of appropriate risk mitigations • Ensure safety requirements are being met and appropriately escalates identified hazards and risk • Oversees the reporting of, and assists with, the response to safety and integrity issues and incidents • Conducts on-the-job training and has regular and timely conversations with the team around safety and integrity obligations and actions • Knows the skills, roles and tasks of team and anticipates the limitations of team members • Partners with experts in health and safety and risk management
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FREQUENCY	% OF WORK DAY / TASK
Rare (R)	0-5%
Occasional (O)	6-33%
Frequent (F)	34-66%
Constant (C)	67-100%

INHERENT REQUIREMENTS OF THE JOB

Wodonga Council will provide reasonable adjustments to assist a person with a disability to perform these inherent requirements of the job.

TASK	DESCRIPTION	INHERENT REQUIREMENTS	DEMAND	FREQUENCY			
				R	O	F	C
Event delivery Event delivery	Event inspection and co-ordination, including manual set up Event inspection and co-ordination, including manual set up	<ul style="list-style-type: none"> Liaison with staff of all levels Liaison with external networks, building relationships Attending sites of external agencies Attending committee meetings Working in collaboration with external agencies Driving company vehicles Event set up Visual inspection Phone use Handwriting notes Liaison with staff of all levels Liaison with external networks, building relationships Attending sites of external agencies Attending committee meetings Working in collaboration with external agencies Driving company vehicles Event set up Visual inspection Phone use Handwriting notes 	Sitting			X	
			Standing			X	
			Walking			X	
			Lifting up to 10kg			X	
			Lifting up to 20kg		X		
			Carrying		X		
			Pushing		X		
			Pulling		X		
			Bending		X		
			Reaching		X		
			Fine motor		X		
			Neck postures				X
			Providing / accepting instructions			X	
			Sustained concentration				X
			Decision making			X	
			Intermediate problem solving			X	
			Interaction with others				X
			Exposure to confrontation			X	
			Respond to change			X	
			Prioritisation			X	
			Supervision of others			X	

TASK	DESCRIPTION	INHERENT REQUIREMENTS	DEMAND	FREQUENCY			
				R	O	F	C
Administration	Desk based duties relating to the role	<ul style="list-style-type: none"> • Liaison with staff of all levels • Liaison with external agencies and the community • Phone use • Computer use • Use of council's systems • Research • Completion of funding applications • Policy development and review • Operate within a budget 	Sitting				X
			Standing		X		
			Walking		X		
			Climbing	X			
			Bending	X			
			Twisting	X			
			Reaching	X			
			Fine motor				X
			Neck postures				X
			Accepting instructions			X	
			Sustained concentration				X
			Decision making			X	
			Intermediate problem solving				X
			Interaction with others				X
			Exposure to confrontation			X	
			Respond to change			X	
Prioritisation			X				
Supervision of others			X				