



POSITION TITLE	Event Coordinator
AWARD AND CLASSIFICATION	Wodonga City Council Enterprise Agreement 2018 to 2021 Band 6
DIRECTORATE	Community Development
BUSINESS UNIT	Cultural Services and Tourism
REPORTS TO	Manager Tourism and Cultural Services
SUPERVISES	Event Officer Event Casuals Volunteers
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 Events Coordinator is responsible for:

- Delivering, to a high standard, major, minor and civic events for the council;
- Working with community event organisers to encourage best practice in event management, and build community capacity to effectively plan and manage community events;

our values

TRUST - RESPECT - INTEGRITY - LEARNING

our mission

WE WILL STRENGTHEN THE COMMUNITY IN ALL THAT WE DO

- Working with event organisers to deliver major and minor events in Wodonga;
- Supporting the delivery and ongoing sustainability of events within Wodonga through advocacy and financial assistance;
- Manage and deliver major and minor council events within the City of Wodonga, including, booking of venues, sourcing entertainment and stalls, budget management, site map development, infrastructure requirements, OH&S and risk management, pre-event briefings, debriefs, evaluation (including social and economic impacts) and final reports;
- Represent events on the Community Impact Grant Program panel and provide advice and advocacy to community organisations seeking funding;
- Assist community event organisers with regards to their events through the booking of council parks and gardens, marketing opportunities, and regulations which affect events e.g. risk management and OH&S;
- Provide advice, advocacy and strategic support to both internal council and community based event committees and organisations on event management;
- Assist in identifying community needs with respect to event development, management and sustainability;
- Assist with the development of event management systems, templates and procedures for both internal and external use;
- Actively participate in events network meetings and disseminate information/knowledge to team members as appropriate;
- Undertake other responsibilities as delegated by Management within the scope of the position;
- Support the Team Leader with working with major event owners to ensure the successful delivery of these events in Wodonga along with the delivery of minor events and special projects.
- Accountable to the Manager Tourism and Cultural Services for financial matters, and the effective design and coordination of council events and activities.

ACCOUNTABILITY AND EXTENT OF AUTHORITY, INCLUDING DUTIES

- The freedom to act in the role of Events Coordinator is governed by clear objectives and budgets, including those relevant to the position as set out in the Cultural Services Plan 2018-2022 with a regular reporting mechanism to the Manager Tourism and Cultural Services to ensure adherence to goals and objectives;
- The effects of decisions and actions taken in this role may be significant, and will relate to the quality or cost of the projects/events being managed, but are subject to appeal, review or approval by more senior employees; and
- The Events Coordinator may be required to have formal input into policy development within their area of expertise.

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 an Officer, according to the People and Performance Framework in Attachment 1, and practice the corresponding behaviours indicated for each capability.

JUDGEMENT AND DECISION-MAKING SKILLS

- Be organised and set and prioritise daily and weekly activities including for any staff the position supervises.
- Develop plans to meet position requirements including for staff the position supervises, and perform tasks according to established practices and procedures.
- Work to resolve problems and determine appropriate action including for staff the position supervises and escalate issues appropriately.
- The objectives of the events are usually well defined, with the Events Coordinator requiring the ability to select the particular method, technology, process or equipment to be used from a range of available alternatives;
- Ability to carry out specialised work using methods, procedures and processes developed from theory or precedent;
- Ability to improve upon and develop methods and techniques regarding event delivery based on previous experience;
- Capacity to make sound decisions under pressure;
- Demonstrated ability to solve problems and apply relevant legislation, policies and procedures to guide work approaches;
- Flexibility and ability to react appropriately to unexpected issues arising within the course of events; and
- Guidance and advice is usually available from the Manager Tourism and Cultural Services.

SPECIALIST KNOWLEDGE AND SKILLS

- Experienced in the use of IT systems and processes to foster business unit and workplace objectives;
- Understanding of the importance of good record keeping and the ability to effectively use council's document management system;
- Understanding of the long term goals of the Culture and Tourism team;
- Demonstrated ability to research and identify opportunities relevant to events that result in positive community involvement;
- Demonstrated ability to apply events industry best practice standards to the development and evaluation of events held in Wodonga;
- Demonstrated ability to work positively with the community and volunteers;
- Sound knowledge of the Acts, Regulation, Local Laws, Government and council policies and protocols related to event management;
- Ability to review, assess, monitor and enhance internal and external event management processes, templates and systems;
- Ability to function effectively within a demanding role;
- Developed skills to prepare and deliver events within allocated event budget; and
- Demonstrated ability to successfully plan and deliver events, on time and within budget, ensuring appropriate debriefing processes are engaged so that events are continuously improved from event to event.

MANAGEMENT SKILLS

- Good time management and the ability to prioritise tasks for self and any staff the position supervises.
- Meet deadlines, as discussed with the supervisor.
- Receive and follow directions from a supervisor and seek workload management support when required.
- Identify and arrange instruction and training to any staff the position supervisors to ensure they understand and are able to meet their position requirements.
- Be honest and transparent in all dealings, and report suspected fraud or corruption.
- Understand risk, compliance and quality assurance and report issues that do not meet organisational and legal requirements.
- Take care of own safety and wellbeing and that of other staff, and ensure that OHS procedures are followed including by any staff the position supervises.
- Report hazards, risks and behaviours that may not comply with organisational or legislative requirements.
- Manage own time effectively and that of staff the position supervises, and work to deadlines.
- 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.
- Skills in managing time, setting project priorities, planning and organising own work, and that of supervised employees, so as to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable;
- Ability to work independently;
- Ability to co-ordinate efficient and contemporary event management systems and procedures; and
- Supervisory skills for the supervision of other employees, volunteers and contractors along with an understanding of and ability to implement personnel practices related to equal employment opportunity, occupation health and safety and employees development.

INTERPERSONAL SKILLS

- Work cooperatively as part of a team, with the ability to gain cooperation from others including any staff the position supervisors.
- Maintain confidentiality as required.
- Document work and work instructions according to established practices.
- Develop effective working relationships and communicate effectively with other employees and external stakeholders including clients and members of the public.
- Provide accurate advice (oral and written) and quality service in the areas of responsibility of the position.
- Ability to gain co-operation and assistance from clients, members of the public and other employees in the administration of defined activities and in the supervision of other employees;
- Ability to develop positive working relationships with diverse stakeholders including internal council staff and the wider community;
- Ability to provide specialist consultancy services in event management to a wide range of internal staff and the general public;
- Ability to liaise with counterparts in other organisations to discuss specialist matters and with other employees within council to resolve intra-organisational problems;
- Well-developed attention to detail using appropriate checking processes to ensure information is recorded accurately;
- Ability to effectively represent council at relevant forums if required (e.g. in the media);
- Ability to prepare correspondence and reports within field of expertise including event management templates for internal and external use e.g. critical path, budget, community ROMP; and
- Written communication skills with the ability to review, update and complete internal documents, processes and correspondence.

INFORMATION TECHNOLOGY SKILLS

Be computer literate and have the ability to quickly learn and adopt software programs used by the organization relevant to the position.

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

- Degree and/or Diploma in relevant field
- Demonstrated and recent experience in event management (minimum two years)
- Experience in coordinating event logistics and an understanding of regulations applying to events

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)
- 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 Officer 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.
- Meet performance expectations.
- Working in a professional capacity within the work environment.
- Being willing and able to adapt to change.
- Demonstrating resilience under pressure, and in changing and challenging circumstances.

KEY SELECTION CRITERIA

1. Broad knowledge of the events industry.
2. The ability to advise council and the community on the development and implementation of events.
3. Broad knowledge of OHS and Risk Management as it relates to events.
4. Well-developed interpersonal skills with the ability to build relationships and effectively communicate with variety of stakeholders, and enable the resolution of complex problems.
5. Ability to effectively manage time and priorities to achieve set objectives in an efficient manner.

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	
Demonstrates commitment to a high standard of service to customers and the community.	<ul style="list-style-type: none"> • Is helpful, shows respect, courtesy and fairness with staff and customers • Demonstrates empathy and a willingness to assist • Communicates information clearly • Listens and asks questions to understand customer needs and point of view • Proactively seeks solutions and keeps customers informed of progress • Operates within council procedures and policies • Writes in a way that is logical and easy to follow

Build and Enhance Relationships	
Works co-operatively and effectively with others.	<ul style="list-style-type: none"> • Demonstrates clear, open and honest communication • Works constructively to resolve conflict • Shows enthusiasm to help others • Listens and respects the value of different views, ideas and ways of working • Builds and sustains positive relationships with staff and customers • Actively participates in team and other activities • Keeps others informed and seeks clarification when required

Plan, Organise, Deliver	
Organises and prioritises own work to meet work commitments.	<ul style="list-style-type: none"> • Demonstrates effective use of time and resources to meet expectations and achieve outcomes • Understands what is required of the role and how this contributes to team priorities • Keeps appropriate people informed on progress of tasks and projects • Seeks information when required, demonstrates initiative • Undertakes to complete all tasks with a positive, can-do attitude

Future Focus

<p>Looks for improvements and is adaptable to change.</p>	<ul style="list-style-type: none"> • Understands council vision and purpose and how their role fits in • Is willing to adapt to changing processes, systems, technology and environments • Looks for improvements and better ways of doing things • Seeks support and clarification when required
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People Development

<p>Welcomes opportunities for learning and self-development.</p>	<ul style="list-style-type: none"> • Displays council values • Reflects upon own performance • Seeks and acts upon feedback • Sets goals for personal and professional development • Finds ways to learn and improve in the completion of day-to-day tasks • Takes responsibility for own work and meeting job requirements
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Manage Health and Wellbeing

<p>Takes responsibility for self-care and managing work-life balance.</p>	<ul style="list-style-type: none"> • Demonstrates effective time management and prioritising of tasks • Is aware of, controls and expresses their own emotions appropriately • Recognises when support is needed • Accepts responsibility for their own actions and outcomes • Is aware of the importance of self-care
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Safety and Risk Management

<p>Takes responsibility for personal actions and reports safety and compliance concerns.</p>	<ul style="list-style-type: none"> • Remains vigilant in ensuring a safe working environment for self and others • Is aware of risk and takes action to prevent problems • Reports hazards, incidents (including near misses) and compliance concerns in a timely way • Understands the importance of honesty and transparency • Avoids and discloses conflicts of interest and guards against the misuse of council resources and assets • Complies with policies and procedures
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ATTACHMENT 2

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.

FREQUENCY	% OF WORK DAY / TASK
Rare (R)	0-5%
Occasional (O)	6-33%
Frequent (F)	34-66%
Constant (C)	67-100%

TASK	DESCRIPTION	INHERENT REQUIREMENTS	DEMAND	FREQUENCY			
				R	O	F	C
Event delivery (10% of role)	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 (up to 3 hours) • Event set up • Visual inspection • Phone use • Handwriting notes 	Sitting			X	
			Standing		X		
			Walking			X	
			Lifting < 10kgs		X		
			Carrying		X		
			Pushing		X		
			Pulling		X		
			Climbing		X		
			Bending		X		
			Twisting			X	
			Squatting			X	
			Kneeling			X	
			Reaching		X		
			Fine motor		X		
			Neck postures			X	
			Accepting instructions		X		
			Providing instructions		X		
			Sustained concentration				X
			Major decision making			X	
			Complex problem solving			X	
Supervision of others			X				
Interaction with others				X			
Exposure to confrontation			X				
Respond to change			X				
Prioritisation			X				

TASK	DESCRIPTION	INHERENT REQUIREMENTS	DEMAND	FREQUENCY			
				R	O	F	C
Administration (90%of role)	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 and document review • Operate within a budget 	Sitting				X
			Standing		X		
			Walking		X		
			Lifting < 10kgs		X		
			Carrying		X		
			Pushing	X			
			Pulling	X			
			Climbing	X			
			Bending	X			
			Twisting	X			
			Squatting	X			
			Kneeling	X			
			Reaching	X			
			Fine motor				X
			Neck postures				X
			Accepting instructions			X	
			Providing instructions		X		
			Sustained concentration				X
			Major decision making			X	
			Complex problem solving				X
			Supervision of others		X		
			Interaction with others				X
			Exposure to confrontation			X	
			Respond to change			X	
Prioritisation			X				