



POSITION TITLE	Event Coordinator
AWARD AND CLASSIFICATION	Wodonga City Council Enterprise Agreement 2024 to 2027 Band 6
DIRECTORATE	Community and Partnerships
BUSINESS UNIT	Cultural Services
REPORTS TO	Manager Cultural Services
SUPERVISES	Event Casuals Volunteers
EMPLOYMENT STATUS	Part-Time
DATE	
EMPLOYEE NAME	

ORGANISATIONAL CONTEXT

Wodonga Council's vision is to be a vibrant, well-planned city where people, nature and opportunity thrive through connection, resilience and leadership.

This vision underpins our mission to deliver efficient services and infrastructure through responsible financial management, ensuring value for the community and long-term sustainability.

Wodonga Council is committed to sustainable economic growth, responsible resource management and creating opportunities that enhance wellbeing, environmental sustainability and community connection.

Governance is provided by seven elected councillors, with the Chief Executive Officer (CEO) responsible for implementing Council decisions. The CEO is supported by an organisational structure comprising three directors and more than 300 staff who work collaboratively to deliver a broad range of services that meet the evolving needs of our community.

The Cultural Services business unit supports a vibrant and connected community through events, cultural programs, creative opportunities and community partnerships. By working with event organisers, community organisations, performers, suppliers and internal teams, the unit delivers accessible experiences that encourage



Trust



Respect



Integrity



Learning

Vision: A vibrant, well-planned city where people, nature and opportunity thrive through connection, resilience and leadership.

Mission: Wodonga Council delivers efficient services and infrastructure through responsible financial management, ensuring value for the community and long-term sustainability.

participation, strengthen community identity and contribute to Wodonga's social, cultural and economic vitality.

POSITION OBJECTIVES

The Event Coordinator plans, coordinates and evaluates Council events and provides practical guidance to community organisations delivering events in Wodonga. The position coordinates event programming, logistics, budgets, permits, suppliers, site requirements, safety arrangements and stakeholder communication to support safe, accessible and engaging experiences. It strengthens community event capability by providing advice, resources and connections, while maintaining effective event management systems and documentation. The role also supports continuous improvement by evaluating event outcomes, identifying emerging community needs and contributing to consistent event planning and delivery practices across Council.

ACCOUNTABILITY AND EXTENT OF AUTHORITY, INCLUDING DUTIES

- **Council Event Planning and Delivery**
Plan and coordinate Council events from initial concept through to delivery and evaluation. Develop event schedules, site plans, operational documentation and delivery requirements while coordinating programming, entertainment, stallholders, infrastructure, permits, accessibility arrangements and other resources needed to achieve agreed event objectives.
- **Event Logistics and Operations**
Coordinate event logistics, including venue bookings, suppliers, contractors, equipment, event infrastructure and site access. Monitor preparation activities against agreed schedules and respond effectively to operational issues, changing conditions and competing requirements to support safe, timely and organised delivery.
- **Community Event Support**
Provide practical information, guidance and resources to community event organisers to strengthen their capacity to plan and deliver sustainable events. Assist organisers to understand Council processes, park and venue bookings, promotional opportunities, event documentation and the regulatory or operational requirements relevant to their activities.
- **Safety and Risk Coordination**
Apply Council's safety, risk and emergency management requirements throughout event planning and delivery. Coordinate risk assessments, event management plans, pre-event briefings and site inspections, escalating significant issues and ensuring identified controls, permits and documentation are completed before events proceed.
- **Financial and Resource Management**
Prepare and monitor event budgets, purchasing activities and resource requirements in accordance with approved allocations and Council procedures. Maintain accurate financial records, identify potential variations and work with relevant staff, suppliers and contractors to achieve cost-effective outcomes without compromising safety, quality or agreed event objectives.
- **Stakeholder and Supplier Coordination**
Develop effective working relationships with community organisations, performers, suppliers, contractors, volunteers, government agencies and Council teams. Coordinate the exchange of timely and accurate information, clarify responsibilities and resolve operational matters to support collaborative event preparation and positive experiences for participants and the community.
- **Event Evaluation and Improvement**
Evaluate events using attendance information, stakeholder feedback, operational observations and available social or economic measures. Prepare event reports and debrief documentation, identify lessons and improvement opportunities, and apply relevant findings to future planning, event systems, templates, procedures and service delivery practices.
- **Team and Operational Support**
Coordinate the work of event casuals, volunteers and contractors during event preparation and delivery, providing clear instructions and monitoring assigned activities. Contribute event management advice to internal teams and support priority projects, network activities and other responsibilities that are reasonably within the scope of the position.

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

- Ability to assess event requirements and select appropriate methods, resources and operational approaches to achieve event objectives.
- Ability to identify, investigate and resolve event-related issues while balancing safety, customer service, budget and operational requirements.
- Sound judgement when interpreting and applying legislation, Council policies, risk management requirements and event procedures.

- Ability to make timely decisions in dynamic event environments and escalate significant matters appropriately.
- Ability to evaluate event outcomes and identify opportunities to improve future event delivery and processes.

SPECIALIST KNOWLEDGE AND SKILLS

- Sound knowledge of contemporary event planning, coordination, delivery and evaluation practices.
- Understanding of event logistics, site planning, infrastructure, programming and supplier coordination.
- Knowledge of risk management, occupational health and safety and regulatory requirements relating to events.
- Ability to develop and maintain event documentation including budgets, site plans, risk assessments and event management plans.
- Ability to provide practical advice and support to community event organisers and internal stakeholders.
- Effective record keeping, research and reporting skills to support informed decision-making and continuous improvement.

MANAGEMENT SKILLS

- Ability to plan, organise and prioritise multiple events, projects and competing deadlines.
- Ability to coordinate the work of casual staff, volunteers, contractors and suppliers to achieve event outcomes.
- Effective budget monitoring and resource management skills.
- Ability to provide clear operational direction, support and feedback to people involved in event delivery.
- Ability to monitor progress and adjust priorities in response to changing operational requirements.
- Understanding of workplace safety, risk and compliance requirements associated with coordinating activities and personnel.

INTERPERSONAL SKILLS

- Well-developed communication skills with the ability to engage effectively with community groups, contractors, suppliers and Council staff.
- Ability to build and maintain productive relationships with a diverse range of stakeholders.
- Ability to provide clear, practical and professional advice regarding event planning and delivery.
- Effective negotiation and problem-solving skills to address operational and stakeholder issues.
- Ability to prepare accurate correspondence, reports and event-related documentation.
- Ability to represent Council professionally and positively in meetings, events, community forums and industry networks.

INFORMATION TECHNOLOGY SKILLS

- Proficient in Microsoft Office applications and relevant Council business systems.
- Ability to use electronic document and records management systems effectively.
- Ability to prepare reports, budgets, schedules and event documentation using appropriate software.
- Ability to learn and utilise event management and booking systems relevant to the position.

CUSTOMER SERVICE SKILLS

- Demonstrates a professional, responsive and customer-focused approach when working with internal and external stakeholders.
- Provides accurate and timely information and support to community members, event organisers and suppliers.
- Builds positive customer relationships through respectful communication and follow-through on commitments.
- Supports accessible and inclusive participation in Council services and community events.

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 (desirable)
- Demonstrated and recent experience in event management (minimum five 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. Relevant qualification and demonstrated experience in planning, coordinating, delivering and evaluating community or public events.
2. Demonstrated ability to coordinate event logistics, including venues, suppliers, contractors, infrastructure, programming, schedules and operational documentation.
3. Sound knowledge of safety, risk management, regulatory and accessibility requirements relevant to event planning and delivery.
4. Effective interpersonal and communication skills, with demonstrated ability to build cooperative relationships and provide practical advice to community organisations, suppliers, volunteers and internal stakeholders.
5. Effective organisational, problem-solving and financial management skills, including the ability to manage competing priorities, respond to changing event requirements and deliver activities within approved budgets.

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.	• 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.	• 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.	• 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	
Looks for improvements and is adaptable to change.	• 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
People Development	
Welcomes opportunities for learning and self-development.	• 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
Manage Health and Wellbeing	
Takes responsibility for self-care and managing work-life balance.	• 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
Safety and Risk Management	
Takes responsibility for personal actions and reports safety and compliance concerns.	• 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

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	- 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	• 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	