



POSITION TITLE	Cultural Services Assistant
AWARD AND CLASSIFICATION	Wodonga City Council Enterprise Agreement 2024 to 2027 Band 3
DIRECTORATE	Community Development
BUSINESS UNIT	Tourism and Cultural Services
REPORTS TO	Team Leader Arts and Events
SUPERVISES	Volunteers
EMPLOYMENT STATUS	Casual
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 Tourism and Cultural Services business unit supports the delivery of cultural experiences, events and activities that encourage community participation, celebrate Wodonga's identity and contribute to a vibrant and connected city.

The Cultural Services Assistant provides practical and operational support for Council events and cultural activities, working alongside employees, volunteers, contractors and community members to help ensure activities are delivered safely, efficiently and professionally.



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.

POSITION OBJECTIVES

The Cultural Services Assistant supports the Arts and Events team by assisting with the setup, running, and pack down of Council's community events and functions. The role undertakes a variety of practical and administrative tasks, ensures resources and equipment are well maintained, and provides support and guidance to volunteers. Working under general supervision, the position contributes to the successful delivery of cultural services and positive community engagement.

ACCOUNTABILITY AND EXTENT OF AUTHORITY, INCLUDING DUTIES

- Support event setup and preparation by arranging equipment, furniture, signage, displays and other resources in accordance with established event plans and instructions to ensure venues are ready for scheduled activities.
- Assist with the operation and pack down of events and functions by completing allocated practical tasks throughout delivery and returning venues, equipment and resources to the required condition following activities.
- Transport and maintain event equipment and resources by safely loading, unloading, moving, storing and undertaking routine checks of equipment to support availability, safe use and effective event operations.
- Provide practical support to volunteers by explaining allocated tasks, demonstrating routine procedures and providing assistance during activities to help volunteers participate safely and effectively in event delivery.
- Provide customer and community assistance during events by responding to routine enquiries, providing relevant information and directing more complex matters to appropriate employees to support a positive visitor experience.
- Undertake routine event administration by distributing materials, maintaining records, completing documentation and providing basic administrative assistance to support accurate and organised event delivery.
- Monitor event environments and resources by identifying and reporting hazards, damaged equipment, artworks or operational issues and taking appropriate action within established procedures to support safe and effective activities.
- Contribute to effective team operations by communicating progress, providing practical feedback, adapting to changing event requirements and completing allocated duties across weekdays, evenings and weekends as required.

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

- Selects appropriate techniques and methods from a defined range of event tasks.
- Seeks guidance and applies Council policies and procedures in daily work.
- Operates under general supervision with advice available as required

SPECIALIST KNOWLEDGE AND SKILLS

- Uses IT systems and Council's document management tools to support accurate records.
- Operates tools, equipment, and manual handling techniques for event setup and pack down.
- Demonstrates initiative, flexibility, and teamwork in a changing environment.

MANAGEMENT SKILLS

- Manages own time, tasks, and priorities to meet deadlines and support event delivery.
- Applies OHS procedures, maintains personal hygiene, and uses required PPE to ensure a safe workplace.
- Recognises risks, reports hazards, and escalates concerns to maintain compliance.
- Provides guidance, training, and support to volunteers on routine aspects of their role.
- Seeks workload support and direction from supervisors to ensure tasks are completed effectively.

INTERPERSONAL SKILLS

- Communicates clearly with colleagues, volunteers, and the public to resolve minor issues.
- Builds cooperative relationships and works effectively as part of a team.

- Maintains confidentiality and documents work appropriately.

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

- Delivers helpful, courteous, and professional service to community members.
- Listens respectfully and responds to customer needs.
- Provides clear information, follows through on commitments, and ensures equitable access to 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

- Previous experience supporting events, functions, community activities or a similar operational environment is desirable.
- Practical experience with event setup, equipment handling, hospitality, catering or customer service is desirable.
- Experience working collaboratively with employees, volunteers and members of the community.
- Demonstrated ability to undertake practical tasks safely and follow established procedures and instructions.

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)
- Pre-Employment Functional Assessment

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. Demonstrated experience or practical capability in supporting events, functions, community activities or similar operational environments, including setup and pack down activities.
2. Demonstrated interpersonal and customer service skills, with the ability to communicate respectfully and work effectively with colleagues, volunteers and members of the community.
3. Ability to undertake practical tasks safely, follow established procedures and identify and resolve routine operational issues within the scope of the role.
4. Ability to organise allocated tasks, work effectively both independently and as part of a team, and adapt to changing operational requirements.
5. Flexibility and availability to work according to event requirements, including weekdays, evenings and weekends.

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

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
Cultural Services Assistant	Field based role responsible for the setup, running and pack down of functions and events run by Council. Responsible for training of volunteers.	• Standing and walking > 2 hours • Walking over uneven surfaces and up stairs • Two person lift of marquees weighing up to 40kg, from ground to waist level • Carrying up to 20kg over 5 metres • Pushing up to 60kg trolley • Ladder climbing • Squatting and kneeling • Neck rotation for reversing trailer (reversing camera available) • Neck extension for looking overhead • Reaching overhead • Sustained gripping • Use of information technology systems • Time management • Verbal communication skills	Sitting	X			
			Standing				X
			Walking				X
			Lifting up to 20kg		X		
			Carrying up to 20kg over 5m		X		
			Pushing up to 60kg		X		
			Pulling	X			
			Climbing ladders			X	
			Bending		X		
			Twisting	X			
			Squatting		X		
			Kneeling		X		
			Reaching			X	
			Fine motor			X	
			Neck postures		X		
			IT skills		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	