



POSITION TITLE	Technical Assistant
AWARD AND CLASSIFICATION	Wodonga City Council Enterprise Agreement 2024 to 2027 Band 3
DIRECTORATE	Infrastructure & Growth
BUSINESS UNIT	Cultural Services
REPORTS TO	Technical Coordinator – The Cube Wodonga
SUPERVISES	Nil
EMPLOYMENT STATUS	Casual
DATE	
EMPLOYEE NAME	

ORGANISATIONAL CONTEXT

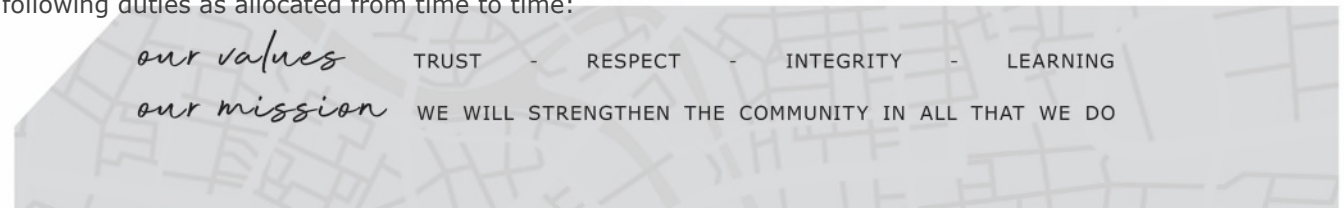
Wodonga Council’s vision for the city is to be seen as a ‘progressive, well-planned city that is affordable, offers an abundance of opportunities and is led by strong, empathetic stewardship’. This vision will support us to realise our mission ‘to strengthen the community in all that we do’.

POSITION OBJECTIVES

This position is casual and hours will be allocated according to business needs over a calendar week and includes weekends, evenings and day-time work. This position provides staffing support for activities occurring in The Cube Wodonga through the set-up, pack down of events and venue maintenance. This includes functions, exhibitions and performances hosted by both council and external hirers.

ACCOUNTABILITY AND EXTENT OF AUTHORITY, INCLUDING DUTIES

Under the guidance of the Technical Coordinator, this position may be responsible to undertake any of the following duties as allocated from time to time:



- Efficiently carry out set-up and pack-up of spaces within the venue according to the needs of hirers as directed.
- General housekeeping and maintenance on the venue as instructed and safe to do so.
- Follow venue procedures and directions within event specific documentation to ensure consistent delivery of events.
- Completion of internal documentation in relation to the work carried out including checklists and reporting.
- Work within and monitor OH&S policies and risk management procedures to ensure the safety of yourself and all other users of the venue. Notifying a senior staff member in a timely manner regarding issues.
- Work with council staff, community and commercial clients to assist in the delivery of their event to the highest possible standard, fostering constructive relationships within a safe environment.
- Ensure OH&S, public and professional liability, security, and emergency management is adopted by both hirers and contractors and council staff.
- Work on functions and events as rostered by the technical coordinator including outside of standard business hours and weekends.
- Provide general assistance to the council's calendar of events outside of the venue where 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

- Ability to follow well-documented procedures in relation to duties performed and follow guidance and advice from the Technical Coordinator.
- Ability to problem-solve and deal with problems in a time-sensitive manner.
- Ability to use sound judgement to make decisions.

SPECIALIST KNOWLEDGE AND SKILLS

- Ability to undertake manual handling tasks including moving furniture, soft furnishings, installing tables and chairs, loading and unloading road cases, large set items and technical equipment from trucks and vans in a safe manner.
- Ability to follow directions to ensure consistency in set-ups associated with the venue under the guidance of the Technical Coordinator.
- Knowledge of Occupational Health & Safety requirements for Live Entertainment and Event Industries, public liability standards and responsibilities.

MANAGEMENT SKILLS

- Ability to plan and organize workload as delegated by the Technical Coordinator or Technical Officers.
- Ability to always represent The Cube Wodonga favourably to hirers.
- The ability to assist and direct hirers when required.

INTERPERSONAL SKILLS

- Oral communication skills to communicate with clients, members of the public, and other employees, and enable the resolution of minor problems.
- Ability to interact as part of a team to produce positive outcomes for the venue and participate in continuous improvement activities.
- The ability to work with diverse groups and individuals.
- Good customer service skills.
- A flexible non-judgmental approach to working with people.

INFORMATION TECHNOLOGY SKILLS

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

CUSTOMER SERVICE SKILLS

Meet Council's Customer Care expectations including:

- Being honest, ethical and professional
- Being helpful and courteous
- Listening with respect and understanding the customer's issues
- Meeting commitments made
- Keeping the customer informed
- Ensuring that the customer clearly understands what is being said
- Apologising if a mistake is made and attempting to make it right
- Assisting customers with physical, sensory or intellectual disabilities to achieve equitable access to our services

EMERGENCY MANAGEMENT DUTIES

As part of this role, the incumbent is expected to assist The Cube Wodonga in dealing with any emergency situation which affects the operation of the council and/or wellbeing of the community.

QUALIFICATIONS AND EXPERIENCE

- Completion of Year 10 High School Certificate or relevant experience and/or relevant industry-based training course.
- Experience in theatre lighting, live audio and audio visual operation and set-up (beneficial).

LICENCES AND MANDATORY REQUIREMENTS

- Current Driver's Licence
- National Police Check (supplied prior to commencement)

- Victorian Working with Children Check (supplied 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. Detail oriented and able to systematically follow instructions in relation to room set up and venue presentation.
2. Proactive and motivated nature with the ability to use lateral thinking within the constraints of general duties of the role.
3. The ability to communicate professionally and effectively with internal and external stakeholders including commercial and community clients, general public, contractors and other council staff.
4. A strong community and customer focus.
5. Organisational skills with the ability to manage time and plan own workload.

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

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 assistance	Assistance with the set up and pack up of equipment and furnishings	<ul style="list-style-type: none"> Liaison with staff of all levels Working in collaboration with external agencies (hirers) Adhere to procedures, and ensure hirers do so Driving company vehicles Visual inspection Console use with supervision Moving furnishings and equipment with / without assistance from others and aids 	Sitting	X			
			Standing		X		
			Walking			X	
			Lifting up to 10kgs				X
			Lifting up to 20kgs		X		
			Lifting above 20kgs (2 person lift)	X			
			Carrying up to 10kgs				X
			Carrying up to 20kgs		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	
			Decision making		X		
			Simple problem solving		X		

			Supervision of others		X		
			Interaction with others			X	
			Exposure to confrontation		X		
			Respond to change		X		
			Prioritisation		X		