



POSITION TITLE	Cultural Services Assistant
AWARD AND CLASSIFICATION	Wodonga City Council Enterprise Agreement 2021 to 2023 Band 3
DIRECTORATE	Community Development
BUSINESS UNIT	Tourism and Cultural Services
REPORTS TO	Team Leader Arts and Events
SUPERVISES	Volunteers
EMPLOYMENT STATUS	
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

The casual cultural services assistant is responsible for supporting the arts and events team in general events duties including the set-up, maintenance, running and pack down of community events and functions held by council.

ACCOUNTABILITY AND EXTENT OF AUTHORITY, INCLUDING DUTIES

- Undertake the administration, resourcing, transporting, set up and pack down of equipment as required for community events;
- Undertake basic event work, including assistance and support with running events, distribution of flyers and providing guidance and training to volunteers in the administration of required duties;
- Ensure council’s events resources, including equipment from the events cage and events trailer, are maintained and documentation is appropriately recorded and filed;

our values

TRUST - RESPECT - INTEGRITY - LEARNING

our mission

WE WILL STRENGTHEN THE COMMUNITY IN ALL THAT WE DO

- Liaise with the community and attend to enquiries from the public at the events and assist event volunteers as directed by the project coordinator;
- Ensure all artworks, artefacts, equipment, fittings and resources are well maintained, used appropriately and are secure when setting up and packing down at events and venues. Inspect and report any damage;
- Give feedback to the team leaders regarding ideas for improving the event, and the set up and pack down procedure of the event; and
- Other responsibilities as delegated by management within the scope of the position.

Accountability and Extent of Authority

- This position is accountable for the effective administration, resourcing, transporting, setting up and packing down of equipment and assistance with the running of community events as delegated;
- This position is required to provide information and support to the team leader events, events coordinators, and cultural development coordinator as relevant and required during the course of event coordination and management;
- The work is performed within specific guidelines, in accordance with specific council policies and procedures, and under general supervision; and
- The position has the ability to work weekends / after hours as rostered.

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

- The nature of the work is clearly defined although in undertaking the particular tasks of this position the cultural services assistant will be required to select from a limited range of existing techniques, systems, equipment and methods within a defined range of work situations; and
- Guidance and advice is always available.

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;
- Physical capacity to undertake activities in relation to moving of equipment and artworks and setting up for events;
- The ability to use relevant tools and equipment in the set up and pack down of events;
- Demonstrated ability to operate with a high degree of flexibility in a changing environment;
- A flexible non-judgemental approach to working with people;
- The ability to demonstrate initiative and self-management;
- Well developed organisational skills; and
- The ability to work as an effective member of a team environment

MANAGEMENT SKILLS

- Good time management and the ability to prioritise tasks.
- Meet deadlines, as discussed with the supervisor.
- Receive and follow directions from a supervisor and seek workload management support when required.
- Be honest and transparent in all dealings, and report suspected fraud or corruption.
- Understand risk and consider it when performing work
- Take care of own safety and wellbeing and that of other staff, and follow OHS procedures.
- Report hazards, risks and behaviours that may not comply with organisational or legislative requirements.
- Manage own time effectively, 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.

- This position requires basic skills in managing time and planning and organising one's own work to achieve set tasks in the most efficient way within the set timeframe; and
- Ability to assist volunteers by providing guidance, advice and training on the routine aspects of the role.

INTERPERSONAL SKILLS

- Work cooperatively as part of a team.
- Maintain confidentiality as required.
- Document work according to established practices.
- Communicate effectively with other employees and external stakeholders.
- Gain cooperation and assistance from others (including other employees).
- Good verbal communication skills to communicate with clients, members of the public, and other employees, and enable the resolution of minor problems; and
- Effective interpersonal skills in order to follow instruction and work effectively alongside a range of people and organisations.

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

- Experience in co-ordinating events and activities.
- Experience in catering and hosting of community 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)

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. Previous experience and interest in working within events.
2. Developed interpersonal skills with the ability to work effectively alongside a range of people and organisations.
3. Ability to trouble shoot, problem solve and resolve minor issues on the job in order to achieve set objectives.
4. Experience working within a team environment, and autonomously, to successfully achieve an outcome.
5. Flexibility to accommodate weekdays, evenings and out of hours work.

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
---	---

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
--	---

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
---	---

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
--	---

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.	<ul style="list-style-type: none"> 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				