

# Festivals and Major Events Officer



## Position Description

*opportunity » growth » lifestyle*

<b>POSITION NO:</b>	<b>910050</b>
<b>DIRECTORATE:</b>	<b>Customer, Innovation and Arts</b>
<b>DEPARTMENT:</b>	<b>Arts and Culture</b>
<b>SECTION:</b>	<b>Events</b>
<b>STATUS:</b>	<b>Permanent Full Time</b>
<b>CLASSIFICATION:</b>	<b>Band 5A</b>
<b>OCCUPANT:</b>	<b>Vacant</b>
<b>LOCATION:</b>	<b>Arts Precinct</b>
<b>APPROVED BY:</b>	<b>Director - Customer, Innovation and Arts</b>
<b>DATE:</b>	<b>September 2024</b>

### POSITION OBJECTIVES / GOALS:

- To plan, implement and deliver successful Council-run Festivals and Major Events that position Frankston as an Arts, Culture and Event Destination.
- Provide team administration support to the broader team, as required.
- Provide advice and guidance to external event organisers looking to run their events in Frankston City, via the event application process.

### KEY OUTCOMES AND RESPONSIBILITIES:

#### **Event Management and Delivery**

- Ensure the successful planning, management, and delivery of Council-run festivals and major events, as determined each year.
- Contribute to the Arts and Culture and Destination Events Strategies, by ensuring festivals and major events meet strategic objectives.
- Work collaboratively within the Events team and relevant stakeholders on the planning, management, and delivery of festivals and major events.
- Process external major event applications and provide advice and guidance to external event organisers.
- Resolve and respond to enquiries from stakeholders (internal and external) in an efficient and timely manner and oversee Events email inbox.
- Develop strong and positive relationships with internal and external stakeholders to ensure the successful delivery of events.
- Assist with the recruitment and coordination of volunteers for designated events, as required.

#### **General Administration**

- Build and maintain event databases, ensuring accuracy of information.
- Assist with updating event tasks, demonstrating strong project management skills.
- Assist with implementing new systems and processes and identifying efficiencies.
- Assist with supporting the team to raise purchase orders and process invoices.

- Request quotes, and research new ideas for activities and entertainment for Council-managed events.
- Prepare presentations for stakeholder meetings, debrief reporting requirements, and general post event reporting.
- Prepare reports and information as required in the development and maintenance of policies and procedures.
- Assist in the development of documents including event manuals, forms, policies, and procedures.
- Work cooperatively with other members of the team to achieve the objectives of both the Department and Council.

### Organisational Responsibilities

- Cooperate with Council in relation to any actions taken to comply with the Occupational Health and Safety Act 2004 and ensure that actions taken by the employee do not interfere with or place at risk the health, safety or wellbeing of the employee or any person in the workplace.
- Ensure compliance with all Privacy Legislation and treat all information of a personal and sensitive nature concerning the business of Council, Ratepayers or Residents in a professional and confidential manner in accordance with Council's information and records management procedures.
- Ensure that all Council's policies, procedures, systems and work practices are implemented and adhered to, in particular, in human resource management, risk management, financial management, governance, procurement, and customer service.
- Act in a professional manner at all times while performing duties for and/or representing Frankston City Council in accordance with the Staff Code of Conduct.
- Frankston City Council has zero tolerance of child abuse and is committed to creating and maintaining a Child Safe and Child Friendly City where all children are valued and protected from harm and abuse. It is expected that the successful incumbent of the position will implement and adhere to the above statement and Frankston City Council's Child Safe Policy whilst completing their duties.

### OTHER DUTIES:

Responsibilities and duties included in this Position Description are subject to the Multiskilling provisions of the Frankston City Council Enterprise Agreement.

Employees may be asked to assist with emergency related functions if the Municipal Emergency Management Plan is enacted. Under the *Emergency Management Act 1986*, this may include providing emergency response, relief and recovery services to the community.

### POLICE RECORDS CHECK:

The incumbent must have and maintain a current Police Records Check: YES  NO

### WORKING WITH CHILDREN CHECK:

The incumbent must have and maintain a current Working with Children Check: YES  NO

### AUTHORISATION/DELEGATION:

The incumbent will be an Authorised Officer under appropriate delegations: YES  NO

### ORGANISATION RELATIONSHIPS AND RESOURCE MANAGEMENT RESPONSIBILITIES:

<b>Reports to:</b>	Head of Festivals & Major Events.
<b>Supervises:</b>	Event stakeholders, as required on event day.
<b>Internal contacts:</b>	All Council staff and departments.
<b>External contacts:</b>	Community members and groups (including residents), VicRoads, Parks Victoria, WorkSafe, emergency services, event organisers, other Councils and Shires,

	industry networking groups, government bodies and agencies, and event stakeholders.
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#### ACCOUNTABILITY AND EXTENT OF AUTHORITY:

The incumbent is responsible and accountable for:

- Operating within a set of clear objectives and budgets, reporting regularly on progress.
- Providing specialist event advice within regulations and policies.
- Adhering to and implementing the organisational responsibilities set out in the key outcomes and responsibilities as above.

The incumbent has the following delegations:

- Approval of expenditure up to \$2,000.
- Issuing event letters of no objection.

The incumbent is accountable for:

- Adhering to and implementing the Organisational Responsibilities set out in the Key Outcomes and Responsibilities as above.

#### JUDGEMENT AND DECISION MAKING:

The incumbent is required to use judgement and make decisions relating to:

- Responding to enquiries and requests whilst applying specialist experience and logic, with a strong attention to detail.
- Issuing letters of no objection in accordance with policies and procedures.

Guidance and advice are usually available.

#### SPECIALIST KNOWLEDGE AND SKILLS:

The following knowledge and skills are required to be demonstrated and utilised:

- A demonstrated understanding of, and experience in event management.
- Functional knowledge and skills in the areas of event and relationship management.
- Demonstrated project management and administration skills.
- Ability to deliver creative and innovative event solutions.
- Demonstrated ability to use technology effectively including proficiency using the Microsoft Office software (Word, Excel, PowerPoint, Outlook, Teams, and SharePoint), and the ability to learn new systems.

The following knowledge and skills are desirable to be demonstrated and utilised:

- Knowledge of Local Government.
- Understanding of Event Management system tools.

#### MANAGEMENT SKILLS:

The incumbent must demonstrate and apply the following management skills:

- Proven ability to deliver projects and tasks, often with competing priorities.
- Ability to confidently liaise with external and internal stakeholders in a complex environment.
- Ability to meet tight deadlines and respond effectively under pressure.
- Ability to work with minimum supervision and manage several projects concurrently.
- Attention to detail and time management skills are essential.

#### INTERPERSONAL SKILLS:

The following interpersonal skills are required to be demonstrated and utilised:

- A demonstrated commitment to delivering excellent customer service.

- Excellent verbal and written communication skills with the ability to write correspondence in plain English.
- A high level of self-motivation, initiative, flexibility, problem solving, and analytical skills.
- Ability to negotiate positive outcomes.

#### QUALIFICATIONS AND EXPERIENCE:

The following qualifications and/or experience are required for the position:

- Formal qualification in Event Management, or a related field and/or substantial years of relevant experience.
- Experience working with diverse stakeholders.
- Current Victorian Drivers Licence.
- Demonstrated experience in risk and stakeholder management for outdoor events.

The following qualifications and/or experience are desirable for the position:

- Experience in design and marketing, including social media.

#### VARIATION TO CONDITIONS OF EMPLOYMENT:

These conditions of employment, your duties and your location may be varied by Council during the term of your employment in accordance with Council's Enterprise Agreement. The Position Description will be reviewed annually, in conjunction with you, in accordance with Council's Enterprise Agreement, and as part of the employee's annual Performance and Development Review. The Position Description is to be read in conjunction with Council's Enterprise Agreement and the General Terms and Conditions of Employment.

#### SELECTION CRITERIA:

Selection will be based on the following Selection Criteria. However, reference will also be made to other attributes, skills and knowledge as listed in the Position Description:

##### **Mandatory/Essential:**

1. Demonstrated experience in event management and delivery, with particular reference to large-scale festivals and events.
2. Demonstrated experience in delivering creative and innovative event solutions, in the context of growing and elevating festivals and major events.
3. Demonstrated experience in contractor management.
4. Experience in the areas of risk management and site safety in a festival and major event context.
5. Demonstrated project management and administration skills.
6. High level of effective time management skills, and the ability to work under pressure including the ability to prioritise whilst working on concurrent projects with successful outcomes.
7. Well-developed verbal and written communication skills with ability to communicate and relate well with diverse community groups, contractors, and stakeholders.

## PHYSICAL REQUIREMENTS OF THE POSITION:

The physical requirements of the position are outlined below:

Task	Performed Frequently	Performed Sometimes	Never/Rarely Performed
	More than 2 hours in 1 shift or continually for 30 min	Less than 2 hours in 1 shift	Infrequent use/activity
Keyboard duties	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reading tasks	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Writing tasks	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sitting (extended periods)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Walking/Standing (Briefly)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Walking/Standing (Extended)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Driving Car	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Lifting/Carrying duties (Light) <10kg	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Lifting/Carrying duties (Heavy) >10kg	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Pushing/Pulling tasks (Light) <10kg	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Pushing/Pulling tasks (Heavy) >10kg	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Chopping/Digging tasks	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Bending/Kneeling requirements	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Climbing (stairs, ladders)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Handling grease/oils	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Exposure to dust/dirt/hazardous materials	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Exposure to chemicals and/or detergents	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Stress - Difficult customers	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Tight deadlines	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Exposure to hot/cold temperature	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

## AGREEMENT:

I accept and agree to the duties in this Position Description.

I understand that this Position Description is to be read in conjunction with Council's Enterprise Agreement and General Terms and Conditions of Employment, and I agree to abide by the terms and conditions of employment stipulated therein.

Name:

Signature:

Date: