

Position Description

Position Title:	Community Arts Programs Officer
Business Unit:	Arts and Cultural Development
Department:	Community Arts, Culture and Library Services
Directorate:	Community Services
Classification:	Band 5
Date:	August 2018
Reports to:	Team Leader Arts and Cultural Development
Supervises:	Tutors, volunteers
Internal Liaison:	All Arts and Cultural Development team, Festivals and Events team, Activity Centres Revitalisation team, , Greater Dandenong Business, Community Services, Community Facilities, Hallkeepers and Civic Attendants, Infrastructure Maintenance, Library Services, Drum Theatre, Parks and Gardens, Governance and Mayor's office.
External Liaison:	Hirers, participants, tutors, schools, tertiary institutions, community groups, community services providers, performers, artists, Artists in Residence, Arts organisations and peak bodies.

1. Position Objectives

- Oversee the implementation of innovative programs at Council's cultural and community venues developed from various sources including external providers.
- Ensure the delivery of vibrant and innovative projects, programs and activities that maximise community participation in the arts.
- Ensure project delivery is relevant to local communities, related to Council arts and cultural strategies, and contribute to programming priorities at Council's cultural facilities.

2. Key Responsibility Areas / Position Specific Responsibilities

Main areas of responsibilities will include but is not limited to:

Programs and Activities

- Undertake the programming of innovative arts participation and engagement activities at Cultural Venues and other venues as directed.
- Develop a comprehensive calendar of public engagement programs and events for cultural venues to maximise participation and community engagement with the arts.
- Provide a wide range of creative and innovative programs that maximise use of available program rooms with engaging, arts and cultural activities.
- Under direction, arrange all aspects of the programs including sourcing tutors, arranging booking processes and protocols and overseeing operations.
- Review all programs regularly to ensure that they are within budget and meeting program aims and report significant variances to the Team Leader Arts and Cultural Development.
- Seek and record participant feedback for service improvements as part of the wider Department Evaluation protocols
- Liaise with Council staff at the Cultural Venues collaboratively to assist in developing future arts programs and activities.
- Assist the Venue Support Officers and volunteers to deliver a comprehensive program of activities and programs to an excellent standard.
- Assist with volunteer/tour guide recruitment and induction so that it is managed in an effective and timely way.
- Undertake the role of Occupational First Aid Officer (OFAO), including quarterly checks of the supplied first aid kits to ensure compliance and assisting with any incident investigations.
- Provide first aid within the venues as required to staff, volunteers and members of the public who may be injured or unwell whilst using Council facilities.
- Foster a positive and team focused work environment and actively develop the team culture by contributing to discussions regarding operational and strategic matters.
- Undertake the delivery of ancillary activities and opportunities for creative engagement that result from The Drum program of events.

Partnerships

- Develop an understanding of the local arts environment with a view to developing a strong inter-relationship between the venues, educational institutions, arts industries, tutors and the local arts community.
- As part of a collaborative team, identify new program opportunities for innovative and creative participation in arts and related activities with key stakeholders for enhanced outcomes.
- Proactively engage with other teams within the Arts and Cultural Development Unit, across the organisation and with key external stakeholders to identify future opportunities for collaborations and partnership programs.

Marketing and Promotions

- Have input into the timely preparation of accurate and creative publicity and programs, catalogues and any related resources in conjunction with artists, community groups, education institutions and the Media and Communications Team and in accordance with corporate standards.
- Research opportunities for joint promotions and marketing of programs in conjunction with other cultural facilities, programs or organisations.

Program operations

- Work collaboratively with Venue Support Staff and Civic Facilities staff to ensure clear communication and the smooth operations of the cultural venues.
- Work collaboratively with Venue Support Staff and Civic Facilities staff to ensure that the physical environment of the venues, rooms, buildings and gardens are well-presented, activated and visually appealing for public programming.
- Ensure that excellent customer service is provided to tutors, users and hirers related to programming
- Maintain accurate financial records in line with Council procedures, including ensuring that all invoices and quotes are accurate.
- Contribute to submissions for any grant or other funding opportunities for the facilities, programs and activities.
- Assist the Team Leader Arts and Cultural Development to seek and develop relevant sponsorship initiatives.
- Monitor programs and activities and collect and collate statistical information as required.
- Provide regular monthly updates to Team Leader Arts and Cultural Development on program attendances, customer satisfaction levels, new initiatives and other related activities at the cultural venues, and assist the Arts and Cultural Project Officer to review and develop appropriate Evaluation procedures ongoing.
- Prepare a variety of written reports, briefings, press releases and other material as required.
- Support the work of the Arts and Cultural Development Team by participating in a range of cultural engagement activities and programs to promote greater community participation across a variety of venues.
- Ensure use of the venues meets all OH&S and Risk Management requirements.

3. Overall Position Accountability and Authorities

The position is directly held responsible for:

- Contributing to the development of arts programs and engagement strategies that will provide a high quality public program experience to all clients, patrons and staff in relation to the cultural venues, to ensure:
 - All programs are organised and all necessary functions are completed within planned timeframes
 - Timelines and key performance indicators (KPIs) are met, including ensuring compliance with all relevant policies, procedures, practices and systems as they relate to the venue's facilities and services.
- Contributing to the monitoring, measuring, review and improvement of the venues policies, procedures and operating systems to ensure the most up-to-date and professional service is provided to all clients and patrons.
- Contributing to the monitoring, measuring, review and improvement of the arts and cultural heritage public programs delivered by CGD to ensure the most interesting, challenging and up-to-date service is provided to all clients and patrons.
- Providing a high quality Customer Service experience to all clients, patrons and staff and ensuring that staff and volunteer work is well organised and all necessary functions completed within planned timelines and within budget limits.
- Discretionary matters required outside of these accountabilities and authorities would first need to be agreed to by the Team Leader Arts and Cultural Development as the decisions and actions taken by the Community Programs Officer may have an impact upon the operation of the Cultural Venues and other facilities as identified.

- The supervision of resources is governed by clear objectives and/or budgets, frequent prior consultation with more senior staff and a regular reporting mechanism to ensure adherence to plans.
- Where providing specialist advice to clients or regulating clients, the freedom to act is subject to close supervision or to clear guidelines. The effect of decisions and actions taken on individual clients may be significant but the decisions and actions are always subject to appeal or review by more senior employees.

4. Judgement and Decision Making Skills

Judgement and decision making will be within the following scope:

Independently:

- The objectives of the work to be undertaken are usually well defined. The work will involve solving problems, using procedures and guidelines and the application of professional or technical knowledge, or knowledge acquired through relevant experience.
- Oversee the program operations of the venues and work within policies, guidelines and procedures to meet service guarantees and ensure all standards are achieved including effective resource management.
- Initiate program planning processes and identify future requirements.
- Oversee the daily activities of the tutors, venue support staff and volunteers within corporate policies, guidelines and procedures.
- Seek opportunities to develop partnerships across Council and other organisations to further improve the program delivered by the venues.
- Ensure program participants receive the highest standards of customer service at all times and that it is delivered within policies, guidelines and procedures.
- Commit expenditure up to \$500 for budgeted resources and services, according to corporate requirements.
- The occupant of the position is expected to respond to general queries from clients and patrons and must exercise discretion in relation to enquiries and requests. Direction from the Team Leader Arts and Cultural Development will be sought where necessary,
- Decisions made by the occupant have the potential to affect the reputation of the cultural venues and therefore must be carefully considered and in keeping with the overall goals of CGD Cultural Facilities,
- Problems are occasionally of a complex or technical nature with solutions not related to previously encountered situations and some creativity and originality is required.
- Regularly evaluates projects and programs and other team reporting requirements

Recommends: (to the Team Leader Arts and Cultural Development)

- Future proposals to meet identified changing community needs.
- Resource needs to meet agreed identified client and visitor needs for the effective operation of the venues.
- Opportunities for the improvement of operational and administration procedures.
- Training requirements.

With Guidance:

- Develops new programs and calendar of events.
- Supervision of volunteers.
- Reallocation of resources, as required.
- Guidance and advice are usually available from the Team Leader Arts and Cultural Development within the time required to make a choice.
- Contributes to the development of actions and activities to achieve broader agreed outcomes.

5. Specialist Skills and Knowledge

The essential position requirements include:

- The ability and experience to oversee ongoing operational requirements of the cultural venues for agreed projects and programs.
- The ability to develop and deliver a focused and appropriate calendar of events and programmed activities.
- Demonstrated experience in the coordination of public programming of cultural facilities, including arts and cultural development activities and other associated wellbeing programs. Experience in the establishment of partnerships with sector professionals and community.
- Demonstrated experience of independent decision making and the ability to articulate reasons for decisions as per Corporate requirements.
- Demonstrated ability to design and deliver processes to monitor and evaluate the effectiveness of program initiatives with the advice and support of the Team Leader Arts and Cultural Development. This requires an understanding of the underlying principles involved as distinct from the practices.

- Demonstrated experience in the management of activities within established budgets.
- An understanding of the role and function of the Team Leader Arts and Cultural Development, the long term goals of the Community Arts, Culture and Library Services Department in which the position is placed, and an appreciation of the goals of the organisation as a whole. In particular this will include an understanding of the Arts and Cultural Development team's responsibilities including the overall objectives of the Unit within the Community Services framework.

6. Management and Interpersonal skills

The essential position requirements include:

- Demonstrated ability to manage time, set priorities, plan and organise one's own work and in appropriate circumstances that of other employees so as to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable.
- Proven capacity to work as part of a team, in an effective, productive, structured, cooperative and integrated way.
- Proven capacity to work across teams to develop effective product for shared outcomes.
- Demonstrated ability to gain cooperation and assistance from team members, other members of the Unit, Department and the organisation, external organisations, members of the public and other levels of government in the administration of well defined activities and in the supervision of other employees where appropriate, as well as write reports in and prepare external correspondence.
- Demonstrated experience in ensuring an effective process of monitoring and evaluating arts and cultural programs and initiatives are well designed and effectively implemented.
- Well developed written communication skills. This includes writing reports and submissions for a range of audiences and representing the Community Arts, Culture and Library Services Department in a positive and professional manner.
- Well developed verbal presentation skills including liaising with the community as well as with internal stakeholders, external agencies and State Government departments.
- Capacity to utilise initiative and creativity in the delivery of a range of arts and cultural development programs.
- Understanding of promotional tools including social media to market the cultural venues to a wider audience.

7. Qualifications and Experience (Key Selection Criteria)

Selection of the most suitable applicant will be based on the following:

Essential

- A tertiary qualification in a field relevant to art and cultural development or related discipline with a little relevant work experience preferably in arts and cultural programming, community arts engagement, or audience development. Relevant work experience can include:
 - experience in community arts programming and the delivery of integrated services and programs;
 - experience in identifying and developing external partnerships, relationships with professional service providers and sector based peak bodies and external program advocates;
 - proven skills in coordinating activities and resources that promote and support arts education, professional development programming for the arts sector, and related community programs and services;
 - ability to supervise and coordinate volunteers and contractors to support a community facility, preferably related to cultural facilities;
 - competency in managing an operational budget, and in identifying potential business or commercial sponsors;
 - proven skills in coordinating activities and resources that promote and support arts education, professional development programming for the arts sector, and related community programs and services;
 - experience in successfully applying to funding bodies for resources to deliver significant programs;
- Well-developed interpersonal, oral and written communication skills.
- Competency in delivering quality customer service including sound oral and written communication skills.
- Understanding of the issues relevant to local arts and cultural development.
- Victorian Driver's Licence, as well as satisfactory Police and Working with Children checks prior to offer of employment and commencement.


7. Notes and Comments

- This role requires the regular presence of the officer at the cultural venues.
- The ability to manage appropriate attendance at and availability to cultural venues sites is a key part of the role.

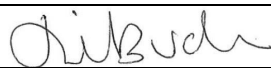
Verification

We certify that the content of this Position Description accurately reflects the overall role and accountabilities of the position:


Prepared by:

Name:	Tilla Buden	Signature:	
Date:	April 2018		

Manager:

Name:	Tilla Buden	Signature:	
Date:	April 2018		

Director:

Name:	Martin Fidler	Signature:	
Date:	April 2018		

Position Occupant:

Name:		Signature:	
Date:			

Inherent Physical Requirements of the position

Date of last review: March 2015

Authorised by: Lee Robson

Physical Requirement	Task Details	Frequency (% of the working day)				Medical Provider Comment/Opinion
		Rare	Occasional 0-33%	Frequent 34-66%	Constant >66%	
Mobility/Postures						
Sitting				X		
Standing			X			
Walking			X			
Crawling		X				
Non Manual Handling						
Squatting/crouching		X				
Kneeling		X				
Bending			X			
Reaching			X			
Twisting/trunk rotation		X				
Fine manipulation/pinch grip		X				
Power/open hand grip		X				
Writing/typing				X		
Climb ladders			X			
Climb or descend down stairs			X			
Low level work		X				
Leg/foot controls		X				
Manual Handling – lift, carry, push, pull or hold						
1-5kg				X		
5.1 – 10kg			X			
10.1 – 15kg			X			
15.1 – 20kg		X				
Over 20kg		X				
Lift floor to hip			X			
Lift waist to shoulder			X			
Lift overhead		X				
Pushing/pulling			X			

Cognitive Demand	Yes	No
Regular communicating with team/work mates	X	
Regular communicating with others	X	
Verbal instruction and supervision of others	X	
High concentration	X	
Planning and problem solving	X	
Job/task organisation	X	
Short-term memory	X	
Long-term memory	X	

Definitions	
Mobility/Postures	
Sitting	Stay in a seated position
Standing	Standing in an upright position, moving less than three steps
Walking	In an upright position moving more than 3 steps
Crawling	Move on the hands and knees or by dragging the body close to the ground
Non Manual Handling	
Crouch / squat	To lower the body by bending forward from legs and spine, buttocks on or near the heels
Kneeling	To lower the body
Bending	To bend forward and down from the waist or the middle of the back, rounding the shoulders and back for more than 3 seconds
Reaching	Extending arms out in any direction
Twisting / truck rotation	Rotating the body to one side or the other without moving the feet
Fine manipulation / pinch grip	Fingers are on one side of the object and thumb on the other, typically without the object touching the palm
Power/open hand grip	Using the whole hand to grasp an object, typically used to handle large or wide objects where the fingers are extended
Low level work	Performing manual handling actions at or near ground level
Manual Handling	
Lift / carry / hold	Raising or lowering an object from one level to another and holding / transporting the object using the hands, arms, or on the shoulders
Pushing / pulling	Applying force to move something away or closer to one's self, including static positions
Kilograms of force (kg.f)	Amount of force or effort required to perform a specific task or part of a task

Position Description

APPENDIX 1

Additional Key Responsibility Areas / Position Specific Responsibilities for all employees

Main areas of responsibilities will include but is not limited to:

Business Unit Responsibilities

- Undertake Emergency Management duties as required by assisting in Emergency Management activities.
- At all times, take responsibility for maintaining the strictest levels of confidentiality regarding ratepayers, customers and employees.
- Make an ongoing, positive contribution to the Directorate.

Change Management

- Positively embrace, adopt and meet the challenges of change as it occurs within the organisation while possessing a 'can do' attitude in order to embrace new tasks and to assist others.

Team Effectiveness

- A demonstrated ability to work in a team environment and actively participate as a committed and valued team member to ensure a cohesive approach to achieving team and corporate objectives.
- Be a team player and adopt team practices that support a team approach across the organisation by supporting each other in a team environment to recognise individual team achievements and achieve team targets.

Organisational Requirements

- A committee employee, behaving in a manner consistent with personal and professional workplace standards as outlined in Council's Code of Conduct and other Council policies, procedures and guidelines.
- Make a positive contribution to Council and be mindful of the requirements outlined in the Victorian Charter of Human Rights in the provision of service delivery while respecting the rights of colleagues and customers at all times.
- Act respectfully, responsibly and be accountable for your actions.
- Ensure compliance to relevant OHS regulatory requirements and implement, promote and maintain Council's OHS and return to work (RTW) policies, procedures, training programs and perform other duties as directed within the limits of acquired skills, knowledge and training.
- Understanding of and ability to work with diversity within the workplace and community.
- Perform other duties as directed within the limits of acquired skills, knowledge and training.
- Manage Council records in accordance with the relevant Council policies and corporate requirements to protect personal information.