

# Position Description

<b>Position Title:</b>	Arts and Events Officer
<b>Classification:</b>	Band 3
<b>Business Unit:</b>	Libraries, Arts and Culture
<b>Reports to:</b>	Team Leader Events
<b>Status:</b>	Casual
<b>Approved by:</b>	Manager Libraries, Arts and Culture
<b>Reviewed:</b>	October 2024

The City of Glen Eira is located in Melbourne's south-east suburbs, approximately 10 kilometres from Melbourne's central business district. The City includes the suburbs of Bentleigh, Bentleigh East, Carnegie, Caulfield, Caulfield East, Caulfield North, Caulfield South, Elsternwick, Gardenvale, Glen Huntly, McKinnon, Murrumbeena, Ormond and part of the suburbs of Brighton East and St Kilda East.

Glen Eira has a vibrant and diverse community which is proud of its cultural heritage. It has 68 beautiful parks, 45 sporting ovals, 40 educational institutions, 35 strip shopping centres and almost 6000 businesses. It is home to more than 141,000 people and significant Melbourne icons such as Ripponlea, the Caulfield Cup, Yarra Yarra Golf Club, the Melbourne Holocaust Museum and much more.

## 1. About our Organisation

Glen Eira City Council aims to be an organisation that is high performing, values based and one that strives for innovation. We are proud of our achievements and have been recognised as an employer of choice over recent years. We endeavor to recruit people who share our values, are proud of the work they do and have a desire to make a difference to our community.

Glen Eira City Council is committed to reconciliation and supports Aboriginal and Torres Strait Islander aspirations. We encourage applications from Aboriginal and Torres Strait Islander people and value the knowledge, skills and talents they could share with our workforce and community.

Glen Eira City Council plays a leading role in taking strong action on the climate emergency and raising awareness to ensure a sustainable, safe and healthy future for us all. To help us achieve these outcomes, we all have the responsibility to embed climate change action in everything we do. As well as reducing emissions, we are working together to avoid waste and support Glen Eira's transition to a circular economy. This includes reviewing individual work to identify how we can make a difference in Council and the community to reduce environmental impacts and raise awareness.

### Values

We are committed to the values which underpin our organisational culture, and how we work. Our five values are:

- Service Excellence – *Delivering for our community*
- Collaboration – *Working better together*
- Innovation – *Expressing ideas and adding value*
- Respect – *Being understanding and considerate*
- Integrity – *Being open and honest*

### 1.1 Organisational Structure

Glen Eira City Council's structure comprises four Directorates and two executive management portfolios (People and Culture and Finance) all reporting to the Chief Executive Officer. The four Directorates are:

- Community Wellbeing;

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- Customer and Corporate Affairs;
- Planning and Place; and
- Sustainability, Assets and Leisure.

These Directorates and the departments within them are responsible for ensuring the delivery of high quality and cost-effective services that make a difference to our community. In conducting their business, they aim to be client focused and open to innovation and continuous improvement.

## 2. Position Purpose and Background

To provide proactive, responsive and high-quality customer service standards to patrons of the Glen Eira City Council Arts and Culture programs, exhibitions, events and festivals. This role ensures patrons receive clear, welcoming information, and leave having had a positive and safe experience.

To provide support to the Council's Arts and Culture team in accordance with Council's strategic and cultural plans.

## 3. Working Relationships

Position reports to: Team Leader Events

Position deals with: *Internal:*  
 Arts and Events team members  
 Libraries staff  
 Buildings and Properties staff  
 Customer Service staff  
 OHS and Risk advisors  
 Parks staff  
 Other internal stakeholders

*External:*  
 Residents, local businesses, and the general public  
 Contractors and suppliers  
 A/V technicians and other production staff  
 Artists and performers and their agents and managers  
 Community groups  
 Arts and cultural organisations  
 Hirers of the Gallery space

## 4. Key Responsibilities

- Provide support to the overall Arts and Events team to ensure the successful delivery of Council programs, exhibitions, events and festivals.
- Provide a warm welcome and accurate information to patrons, user groups and members of the public.
- Answer visitor questions and respond to access needs. Escalate complex questions and request to the Coordinator.
- Provide supervision of artworks, displays, exhibitions and activities in the Glen Eira City Council Gallery.

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- Assist with the set up and pack up of Arts and Events programs, exhibitions, events and festivals.
- Assist with the distribution of marketing and promotional materials.
- Ensure all infrastructure and equipment, including artworks on display, are secure and safe in accordance with instructions from the relevant supervisor.
- Report on any condition or instance that may impact on the health and safety of staff, patrons, user groups and members of the public
- Provide bar service and/or distributing catering.
- Work as a collaborative and creative member of the team, developing positive and professional staff and stakeholder relationships to achieve organisational priorities.
- Undertake other duties prior to, during and post events and programs, including general administration.
- Provide excellent customer service to all internal and external customers.

## 5.1 OHS, Risk Management, Equal Opportunity, Charter of Human Rights & Child Safe Standards

- Adhere to policies and procedures to minimise injury and damage to assets and property.
- Adhere to Council's Health and Safety, equal opportunity and risk management policies, plans and procedures and relevant legislation as well as act in accordance with the Charter of Human Rights.
- Actively participate in reporting matters of health, safety and Council asset damage.
- Demonstrate and promote workplace behaviour that does not discriminate, bully or harass.
- Take reasonable care for your safety and the safety of others who may be affected by your actions or omissions.
- Contribute to the effective protection of Council in accordance with the Council's risk management policy and procedures.
- Act compatibly with human rights and consider human rights when making decisions.
- Cooperate with any reasonable, lawful instruction to comply with relevant legal requirements.
- Commit and adhere to Council's zero tolerance of child abuse, its principles of being a child safe organisation and its reporting requirements for child safety.
- Adhere to the Victorian Child Safe Standards and related legislation, including Failure to Disclose, Failure to Protect and Grooming offences.

## 4.2 Accountability and Extent of Authority

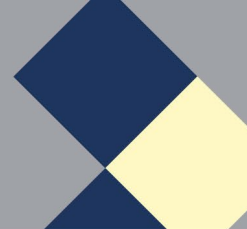
The following outlines the Accountability and Extent of Authority required:

- The freedom to act is subject to cultural plans, policies and relevant legislation
- The incumbent will be required to adhere to organisational policy and will understand the goals and objectives of their role in relation to the goals and objectives of the organisation
- The incumbent has no delegation in the raising of purchase orders for Council

## 4.3 Judgement and Decision Making Skills

The following outlines the extent of judgement and decision making required:

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- The incumbent will be required to make decisions on areas of responsibility in line with organisational guidelines, policy and regulatory requirements.
- Guidance and advice is always available.

## 4.4 Management Skills

The following describes managerial skills required:

- Demonstrated ability to prioritise.
- Basic skills in managing time and planning and organising one's own work.

## 5.5 Interpersonal Skills

The following describes the interpersonal skills required:

- Ability to communicate effectively with a diverse range of people.
- Ability to work independently and as part of a team.
- Ability to accept and act on feedback and instructions.
- Ability to provide excellent customer service.

## 4.6 Specialist Skills and Knowledge

The following describes the specialist knowledge and skills required:

- An interest in arts and cultural events and activities such as literature, music, family shows, cabaret, comedy and outdoor community festivals.
- Proficiency in the use of various computer packages including Microsoft Office.

## 4.7 Qualifications and Experience:

### Essential

- Some experience in working in the arts and culture space, public art galleries or museums, events, festivals and/or related area.
- Experience providing excellent customer service.

### Desirable

- Demonstrated experience in administrative procedures and processes.
- Responsible Service of Alcohol Certificate.
- Statement of attainment in Safe Food Handling.

## 5. Performance Review

The Arts and Events Officer will be required participate in the Council's Performance Development and Review process. This involves planning and agreeing work and skill development objectives and reviewing and assessing achievements on a regular basis.

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The Arts and Events Officer may also be required to carry out other such duties as are within the limits of the employee's skills, competence and training. These will be discussed as part of the Performance Review process.

## 6. Selection Criteria

- Demonstrated commitment and adherence to organisational values and behaviours.
- Some experience in working in the arts and culture space, public art galleries or museums, events, festivals and/or related area.
- Demonstrated experience providing excellent customer service.
- High level of interpersonal skills with the ability to communicate effectively with a diverse range of people.
- Ability to work independently and as part of a team.
- Ability to prioritise and manage time.

## 7. Other Information

- Position is subject to the satisfactory completion of Police Records Check and Employee Working with Children Check.
- This role includes weekend and out of hours work and will be required to work at multiple location in the municipality including Town Hall and parks.
- Victorian Drivers Licence is desirable.