

POSITION TITLE:	Events Officer	CLASSIFICATION:	Band 3
REPORTS TO:	Coordinator Festivals and Events	DIRECTORATE	Community and Wellbeing
DEPARTMENT:	Creative Communities	TEAM:	Festivals and Events

OUR STRATEGIC CONTEXT



PURPOSE

Our organisation is accountable, sustainable, and delivering effective services to our community.

VISION

Our community is a safe, inclusive, and creative city that celebrates and embraces its vibrancy of cultures.

VALUES

Cooperation, Change and New Ideas, Learning, Achievement, Communication & Accountability.

COUNCIL PLAN

A thriving and unique place; an inclusive and healthy community; and a people-centred and future ready city.

HOW YOUR ROLE CONTRIBUTES

This role supports the successful delivery of Council events by ensuring they are safe, engaging, and well-executed. Through hands-on involvement in event operations, it helps bring planning to life, creating positive experiences for the community and reinforcing the value of Council's event program. The role contributes directly to the public's enjoyment, safety, and connection to place, helping shape the reputation and reach of Council-led initiatives.

RESPONSIBILITIES	KEY OUTCOMES
Event Operations	- Assist with the setup and pack-down of infrastructure, equipment, and signage to ensure event spaces are functional, safe, and visually aligned with event plans. - Coordinate supplier and contractor activity on-site to maintain timelines, safety standards, and efficient delivery of services. - Support the creation of accessible and well-organised event environments by following layout specifications and adjusting infrastructure as needed. - Maintain a safe and orderly site during bump-in and bump-out, helping reduce risks and minimise disruption to public areas. - Provide responsive, on-the-ground support to resolve logistical issues quickly and ensure all operational elements meet quality standards. - Contribute to the overall success of events by translating planning into smooth, real-time execution that enhances community experience.
Event Delivery	- Present public events to a consistently high standard by maintaining a professional, welcoming, and community-focused presence on-site. - Uphold the quality and visual impact of event spaces through attention to detail and proactive site presentation. - Apply due care and diligence in all activities to ensure personal safety and the safety of others, contributing to a secure and well-managed event environment. - Identify and respond to potential risks or hazards promptly, helping maintain compliance with safety protocols and risk management plans. - Reinforce Council's reputation through reliable, respectful, and safety-conscious event delivery that reflects organisational values.

Audience and Customer Engagement and administration

- Perform a range of administrative tasks to support event planning and delivery, including documentation, scheduling, and coordination of logistics.
- Communicate clearly and professionally with internal teams, artists, suppliers, contractors, and event attendees to ensure smooth operations and positive engagement.
- Provide accurate and timely information to stakeholders, contributing to a well-informed and collaborative event environment.
- Support audience experience by responding to enquiries, helping on-site, and maintaining a welcoming presence throughout the event.
- Strengthen stakeholder relationships through consistent, respectful, and solution-focused communication.
- Maintain accurate records and contribute to post-event reporting, helping inform future improvements and decision-making.

KEY WORKING RELATIONSHIPS



Direct reports: NIL

Internal: Festivals and Events team and other departments across Council

External: Audiences, Contractors Suppliers, Artists, Crew and General Public

REQUIRED EXPERIENCE, SKILLS AND COMPETENCIES

Accountability and extent of authority

- Works under general supervision, following established procedures, guidelines, and policies to complete tasks and maintain compliance with organisational standards.
- Some roles may involve oversight or supervision of lower-level staff, volunteers, or contractors, but the level of authority for decision-making is typically restricted to the immediate scope of duties.
- Any significant decisions or those that deviate from established policies or procedures may require approval from a supervisor or manager
- Work is carried out within clearly defined guidelines and under general supervision, with limited autonomy constrained by established standards, procedures, the position description, and the scope of tasks assigned to the role as required
- May be required to provide reports or updates on work progress, but reporting structures are typically well-defined, with oversight provided by senior staff
- Decisions and actions taken at this level typically impact a specific work group or function, with effects generally confined to a localized area of responsibility

Judgement and decision making

- These positions require the application of personal judgment in carrying out specialised tasks, with work typically guided by well-understood and clearly documented procedures
- Ability to select and apply appropriate techniques, systems, equipment, methods, or processes from a defined range of options to achieve desired outcomes
- The work is clearly defined, with procedures that are well-understood and thoroughly documented. Tasks involve selecting from a limited range of established techniques, systems, equipment, methods, or processes within a set of recurring work situations

Management Skills

- Some positions in this band involve direct hands-on work at the 'work face,' while others focus on first-line supervision of employees performing tasks at the 'work face'
- Employees in this band are responsible for providing on-the-job training and guidance to those under their supervision. They must also possess a basic understanding of personnel practices to effectively manage and support their team

	- These positions require fundamental skills in time management, planning, and organizing one's own work to achieve specific objectives efficiently, while adhering to available resources and working within a set timetable - Employees in this band may assist colleagues by offering guidance, advice, and training on routine technical, procedural, or administrative/professional matters
Interpersonal skills	- Demonstrates clear and concise verbal and written communication skills, suitable for interacting with diverse groups, including community members, external agencies, and internal stakeholders - Effectively conveys information to a diverse audience, adjusting communication style as needed
Qualifications, Specialist knowledge and skills	- Demonstrated work experience in festivals, events and/or arts experiences that showcases applicable skills and knowledge. - Must possess a current Working with Children Check or be willing to obtain prior to commencing employment - This role may be required to complete routine medical checks, undergo fit to work testing, update their police check as necessary, and maintain a current Working with Children Check to ensure compliance with organisational policies and safeguarding standards. Licensing and Background Checks: Current Victorian driver's licence, ability to complete a satisfactory police check.

Capability Framework: Level 1 Accomplished

Capabilities are the essential skills and behaviors needed for effective role fulfillment, represented as observable actions

Project Management	Develop essential skills in effective planning, coordination, and control. Responsibilities include tracking tasks to ensure deadlines are met, understanding team objectives, managing time efficiently, and providing valuable feedback for continuous improvement, all contributing to the overall success of the project.
Change	Creating Path Through Change" by advocating for continuous improvement and contributing new ideas to enhance processes. You will embrace innovative approaches and utilize data to identify opportunities for enhancing work systems, ultimately benefiting both our business and community.
Communication	Effectively communicate with clarity and respect, actively listen and engage with others, adapt language and non-verbal cues as needed, prepare well-structured written materials, and contribute regularly to team discussions and community engagement.
Good governance	Utilise technologies and data to enhance efficiency while ensuring compliance with information security and organisational policies. Support process improvements and help colleagues understand relevant guidelines and procedures.
Achievement	You will deliver customer and community-focused services aligned with strategic objectives. You will seek diverse perspectives, build internal and external networks, and complete tasks on time under guidance. Contributing to resource allocation and team goals, your work will prioritize the needs of customers and the community.
Leadership Impact	You will contribute to a culture of continuous improvement by embracing feedback and supporting your colleagues. You will help ensure that everyone understands how their roles align with our goals and participate in recognising high-quality work while promoting the value of diversity within Stonnington.

WHAT WE ARE ALL RESPONSIBLE FOR



Workplace Health, Safety and Wellbeing:	We are committed to maintaining a healthy and safe work environment for all employees, contractors, volunteers, and visitors and recognise that this is an integral part of our business. This commitment extends to ensuring activities do not place any person at risk.
Diversity, Equity, and Inclusion:	We are committed to fostering a diverse and inclusive workplace that values everyone's contributions, lived experience, and expertise. A workplace where everyone is supported to thrive and be authentic.
Code of Conduct:	We are committed to the provision of the best possible services to the community in a fair, equitable and inclusive manner and requires all employees to adhere to the standards of conduct.
Service Promises:	We Empathise We are Responsive We are Transparent We are Consistent We Follow Through

**Safeguarding Children
and Young People:**

We have a zero tolerance to child abuse. All Council officers, including employees, contractors, volunteers, and Councillors have a legal and moral obligation to keep children safe and promote their best interests.

Sustainability:

We're committed to a sustainable Stonnington, working together with our community to create a healthy future for us all.

Review date:

October 2025