

POSITION DESCRIPTION



www.bendigo.vic.gov.au

POSITION TITLE & NUMBER:	Events Officer (#646)
EMPLOYMENT STATUS:	Full time, Ongoing
CLASSIFICATION:	Band 4
FULL TIME STARTING SALARY:	\$66,058 plus superannuation
UNIT:	Bendigo Venues & Events

APPLICATION GUIDELINES

Please submit a cover letter, outlining why you are interested in this position and detailing your relevant experience with your current CV/resume.

THE CITY

Greater Bendigo celebrates our diverse community. We are welcoming, sustainable and prosperous. Walking hand-in-hand with the traditional custodians of this land. Building on our rich heritage for a bright and happy future. The City works in partnership with our community to move toward this vision and deliver the Greater Bendigo Council Plan (Mir wimbul).

We are a values driven Organisation and committed to embracing diversity, flexibility and supporting employee training and development. The City provides a safe, inclusive and team orientated work place where people perform at their best. Further information is found at the [City of Greater Bendigo website](http://www.bendigo.vic.gov.au)

THE UNIT

Bendigo Venues and Events (BV&E) is a business unit of the City of Greater Bendigo and a dynamic leader in performing arts programs and cultural activity, who inspires vibrant, creative communities. BV&E manages and programs five of Bendigo's premiere arts and events venues - Ulumbarra Theatre, The Capital, Engine Room, Dudley House and Bendigo Town Hall. The Unit also curates Djaa Djuwima gallery, supports temporary public art initiatives and delivers a range of cultural development initiatives. Further information is found at [our website](http://www.bendigo.vic.gov.au)

POSITION OBJECTIVE

- Responsible for the effective coordination of selected performances, functions and events.
- Provide timely and accurate administrative support in the coordination and communication of events to clients and relevant staff.

KEY RESPONSIBILITIES AND DUTIES

- Act as the primary client contact for allocated performances, functions and events.
- Coordination of events, from enquiry to presentation and evaluation including tracking of income and expenses.
- Using Event Management software, keep accurate and up to date records of event information including all communication and establishment and maintenance of event documentation.
- Liaise with a broad range of clients from diverse industries, with emphasis on the performing arts and conference and event markets.
- Liaise with the Team Leader Technical Services regarding the technical requirements for larger and more complex events.
- Planning of venue requirements in collaboration with a variety of BV&E staff and external suppliers.

Our Values & Behaviours



- Work closely with the box office to ensure all ticketing arrangements are fully considered and actioned throughout the on-sale period.
- In consultation with the Team Leader Technical Services and Team Leader Front of House Services, ensure appropriate staffing resources for each event.

SKILLS AND ATTRIBUTES

Technical/specialist skills:	Microsoft Office suite, administration skills, email and diary management, event coordination, data entry
Personal attributes:	Communication, teamwork, adaptable, time management, problem solving, creative, flexible

ORGANISATIONAL RELATIONSHIPS

Reports to:	Team Leader Events
Supervises:	Coordinate technical staff, front of house staff and contracted services as per operational requirements for performances, functions and events
Internal Liaisons:	Staff members and other City employees
External Liaisons:	Service authorities, contractors, general public, customers and external suppliers

ADDITIONAL INFORMATION

- A satisfactory Police Record Check, Working with Children Check and any required vaccinations are required for this position.
- You will comply with and follow all Occupational Health and Safety requirements as set out in all relevant policies, procedures, legislation and Acts.
- You may be provided with or use equipment that contains electronic monitoring devices.
- Some flexibility in working hours is required including early starts, weekends, public holidays and/or evening work.

QUALIFICATIONS

- Certificate, qualification or knowledge and skills in performance and events management gained through on-the-job training commensurate with the requirements of the position.

KEY SELECTION CRITERIA

- Experience working in the performing arts or corporate event industry in project management, event management or theatre operations.
- An effective team player, along with the ability to work cooperatively and positively in a sensitive and confidential environment.
- Excellent customer service skills including the ability to deal with a broad range of clients from diverse industries.
- Sound verbal and written communication skills with the ability to record accurate notes and preparation of routine correspondence as required.
- Strong computer skills including MS Office suite and experience with event management and or project management is advantageous.
- Skills in managing time and planning and organising one's own work in particular the ability to work on multiple projects in an organised and efficient manner.

BAND 4 CLASSIFICATION DESCRIPTORS

ACCOUNTABILITY & EXTENT OF AUTHORITY:

- Provide information to clients and information and support to more senior employees as required.
- Responsible for supervising resources including other employees and/or regulate clients.
- The freedom to act is limited by standards and procedures encompassed by the nature of the work assigned to the position from time to time. The work generally falls within specific guidelines, but with scope to exercise discretion in the application of established standards and procedures.
- Ability to work with sufficient freedom to plan one's own work.
- The effect of decisions and actions are usually limited to a localised work group or function, individual jobs or clients, or to internal procedures and processes.

JUDGEMENT & DECISION MAKING:

- Work objectives are well defined but there is a requirement to make decisions regarding the particular method, process and equipment to be used by selecting from a range of available alternatives.
- Quantification of the amount of resources needed to meet work objectives may be required.
- Guidance and advice are always available within the time available to make a choice.

SPECIALIST SKILLS & KNOWLEDGE:

- An understanding of the relevant technology, procedures and processes used within the work unit.
- An understanding of the function of the position within its organisational context, including relevant policies, regulations and precedents.
- An understanding of the goals of the work unit and an appreciation of the goals of the wider organisation.
- Proficiency in the application of standardised procedures, practices, Acts and Regulations and an understanding of relevant precedents, previous decisions and/or proficiency in the operation of equipment.
- Proficient in the use of computer software including Microsoft Office suite.

MANAGEMENT SKILLS:

- Basic knowledge of personnel practices and be able to provide employees under their supervision with on-the-job training and guidance as required.
- Necessitate skills in managing time and planning and organising one's own work.

INTERPERSONAL SKILLS:

- Ability to demonstrate and display the City's staff values and behaviours.
- Ability to provide excellent customer service in adherence to the City's Customer Service Charter.
- Ability and commitment to maintain confidentiality at all times.
- Ability to gain co-operation and assistance from clients, members of the public and other employees in the administration of well-defined activities and in the supervision of employees where applicable.
- Skills in written communication to enable the preparation of routine correspondence and reports as required.