

POSITION DESCRIPTION

Our Values



Position title:	Events Lead
Position code:	2308
Section:	Liveable & Active Communities
Position reports to:	Events and Facilities Coordinator
Band and level:	Band 2 Level 1
Salary grade:	Grade 12
Staff management:	Nil
Budget responsibility:	Nil

Primary function of the role:

Reporting to Events & Facilities Coordinator the Events Lead is responsible for:

- Prepare documents for timelines, marketing plans, project management plans, risk assessments for all of Council owned Events
- Coordination of events as required
- Provide event support and advice to external event organisers
- Managing/delivering actual events and post event evaluation
- Liaise with Council staff on regulatory matters for Events
- Maintain the Events Calendar and contact with all Event organisers
- Provide support services, research and document creation (design and layout), preparation of correspondence and reports, collection and analysis of statistics and data, record and database management, organise meetings, agendas and minute taking, content/program development, purchasing and stores control, invoicing, provide newsletters and updates on Events, source funding avenues, marketing and promotional support.
- Work cooperatively with other Council staff to coordinate facility bookings.
- Provide support to the Events & Facilities Coordinator during peak times for facilities and events
- Update the events social media pages and liaise with Media and Community Relations Coordinator
- Liaise with Council Parks and Gardens staff on all events matters
- Assist with the Lismore signature event development and delivery

This position is part of a multi-skilled team and is required to be flexible and agile. From time to time, this role may be required to support more than one department as the need arises and provide support across the organisation as directed.

Person Description

The right person for this role will:

- Be accepting of new ideas and embrace change
- Be outcome focused
- Be open minded in sharing information and knowledge freely
- Be flexible and agile to work across different business areas
- Have a drive for improvement
- Have personal integrity and take responsibility
- Have a genuine customer service focus
- Have the ability to prioritise and schedule work and meet deadlines
- Have excellent time management and organisational skills
- They will embody Council's values.

The Events Lead

- Has the skills, capability and willingness to analyse problems, evaluate alternatives with a focus on collaborative problem solving.
- Ensures projects and resourcing plans are aligned to accountabilities and responsibilities.
- Engages and consults by means of well-developed oral and written communication skills, with the capability to influence, listen to others, put forward ideas and encourage the views of others.
- Supports their team to achieve excellence through service delivery benchmarks and is committed to the implementation of continued improvement processes; and

Key responsibilities and performance goals:

Responsibilities		Accountability
Work Health and Safety	Manage and monitor work health and safety responsibilities, ensure compliance with the legislation and regulations that govern the operations within the Program area and assist others in the team to implement the relevant policies, procedures and processes.	<ul style="list-style-type: none">• An engaged workforce fostering a culture of safety and behaviour based on safety principles.
Customer driven service delivery	Build and maintain relationships with key stakeholders and customers (internal and external) related to program service delivery.	<ul style="list-style-type: none">• Establish and maintain a service delivery strategy that is agreed with the Director• Provide a high level of customer service to manage the expectations of internal and external customers in the resolution of their issues.• Provide guidance, advice and coordinate requests for further information regarding applications.• Enhance your knowledge base.• Drive a customer service approach in all internal and external interactions.
People	Employee – Promote team harmony	<ul style="list-style-type: none">• Demonstrate accountable, affiliative and constructive behaviours in all interactions• Foster an engaged and empowered workforce• Commitment to fostering and participating in a positive team environment• Be flexible and adaptable to the changing needs of the team• Participate and contribute• Be available to take on other roles as required (e.g. in leave periods)

Communication and Consultation	High level of written, verbal and interpersonal communication skills that inspires confidence in your team and the audience you are communicating with.	<ul style="list-style-type: none"> • Provide clear concise information. • Provide tools for staff to support business development e.g. FAQ's, regular 'paper bag' meetings and other learning tools. • Support and provide advice for Corporate Governance, Risk Management, Strategic Procurement and Project Management where required.
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Entry Level Qualifications: Skills and Experience

- Thorough knowledge of events management
- Certificate IV or Diploma qualification together with considerable personal experience in an events environment.
- Relevant experience in events administration and support role.
- Current Class C Driver's Licence.

Experience, skills and knowledge

- Demonstrated extensive experience and ability to deliver services aligned to the business activities of the team.
- Demonstrated experience leading behavioural change in an established team and inspiring people to drive engagement, change and accountability.
- Proven high degree of personal integrity, emotional intelligence, flexibility and comfort working with ambiguity while driving towards clarity and solutions.
- Ability to lead the team in the development of competitive advantage and solutions to business problems and opportunities.
- Sound understanding and practical application of statutory requirements of various Acts, regulations and guidelines relevant to the position.
- Demonstrated experience in conflict resolution and negotiations that require high level communication and planning to achieve successful outcomes.
- Sound business planning, organisational, financial, and high-level report writing and administrative skills.
- Ability to create an environment in which innovative, efficient and effective ways to meet customers' needs are generated by colleagues and other organisational stakeholders.
- Demonstrated experience in the delivery of effective high-level customer service
- Demonstrated experience in working collaboratively with peers to ensure consistency in the achievement of organisation objectives (multi-skilling, information and resource sharing).
- Demonstrated ability to work both independently and in a team fostering an environment based on teamwork and cooperation.
- Extensive experience in managing workloads to comply with tight deadlines in a high-pressure work environment with a high volume of work.
- Demonstrated computer literacy, including word processing, excel and maintaining corporate records including Council information management software (such as Authority, Content Manager and BIS).
- Demonstrated commitment to ethics, probity and transparency in decision making.
- Thorough understanding of and commitment to equal employment opportunity and work health and safety principles.

SKILLS STEPS

STEP 1

- 1.1 Comply with legislation, procedures and workplace standards
- 1.2 Organise meetings with event organisers and stakeholders
- 1.3 Ensure interns and volunteers have clearly defined responsibilities; ensure opencommunication, flexibility and co-operation
- 1.4 Prepare and distribute basic promotional material of a high standard
- 1.5 Competently use specialised event software and produce a range of reports
- 1.6 Provide administrative support to LCC committees, e.g. Major Events Group
- 1.7 Provide support to the hires of the major facilities of Council
- 1.8 Regularly update events calendar
- 1.9 Develop new procedures as required
- 1.10 Interpret financial information and prepare accounts receivable and payable
- 1.11 Undertake Event planning, preparation and delivery
- 1.12 Update and change content on tourism and event websites and social media platforms

STEP 2

- 2.1 Assist with the implementation of the Tourism and Events Strategy
- 2.2 Give direction to event/tourism interns and volunteers
- 2.3 Assist with the coordination of major events e.g. Masters Games
- 2.4 Establish cooperative/partnership arrangements with other organisations (e.g. joint events owners)
- 2.5 Provide event assistance advice to event organisers and hirers of major facilities
- 2.6 Evaluate events and prepare reports
- 2.7 Seek out resource / partnering opportunities and write proposals

STEP 3

- 3.1 Build and maintain relationships with sponsors, government agencies, and enhance thevalue of stakeholder involvement
- 3.2 Assist with the review and implementation of policies
- 3.3 Develop information and promotional displays for trade/travel shows and community events
i.e. Masters Games, Caravan and Camping Show etc.
- 3.4 Plan the production of brochures and information marketing materials (e.g. MastersGames, bidding documents for major events)
- 3.5 Manage interns and volunteers to ensure high quality work performance with maximumoutput demonstrating the most efficient use of human resources
- 3.6 Actively support publicity and promotional campaigns
- 3.7 Write internal budget submissions for additional funds as required
- 3.8 Update and develop content for social media networks for tourism and event channels

STEP 4

- 4.1 Assist in the development of specific event budgets
- 4.2 Develop and implement event management systems, policies and procedures
- 4.3 Produce complex business documents (e.g. Tourism Awards, Event or Conference Bid)
- 4.4 Use well developed communication skills to provide advice to internal and external bodies
- 4.5 Coordinate an entire media event
- 4.6 Assist in the development of sponsorship proposals for events
- 4.7 Coordinate event Debrief/Review (agreements, materials and equipment,

- communication;promotion; venue; budget; feedback etc)
- 4.8 Develop detailed project plans for individual marketing and event initiatives, includingbudget, timelines
 - 4.9 Plan 12 month event calendar, highlighting high, shoulder and low periods.

