



CITY OF ALBANY POSITION DESCRIPTION EVENT APPROVAL AND PROJECT OFFICER

1. CITY OF ALBANY VALUES

All Councillors, Staff and Volunteers at the City of Albany will be...

- **Focused:** on community outcomes - This means we will listen and pay attention to our community. We will consult widely and set clear direction for action. We will do what we say we will do to ensure that if it's good for Albany, we get it done.
- **United:** by working and learning together - This means we will work as a team, sharing knowledge and skills. We will build strong relationships internally and externally through effective communication. We will support people to help them reach their full potential by encouraging loyalty, trust, innovation and high performance.
- **Accountable:** for our actions - This means we will act professionally using resources responsibly; (people, skills and physical assets as well as money). We will be fair and consistent when allocating these resources and look for opportunities to work jointly with other directorates and with our partners. We will commit to a culture of continuous improvement.
- **Proud:** of our people and our community - This means we will earn respect and build trust between ourselves, and the residents of Albany through the honesty of what we say and do and in what we achieve together. We will be transparent in our decision making and committed to serving the diverse needs of the community while recognising we cannot be all things to all people.

2. POSITION IDENTIFICATION

TITLE: Event Approval and Project Officer	<div style="border: 1px solid black; padding: 10px; margin: 0 auto; width: 80%;"> <p style="text-align: center;">Manager Community Relations</p> <p style="text-align: center;">↓</p> <div style="border: 1px solid black; padding: 5px; margin: 5px auto; width: 80%;"> <p style="text-align: center;">Events Coordinator</p> <p style="text-align: center;">↓</p> <div style="border: 1px solid black; padding: 5px; margin: 5px auto; width: 80%;"> <p style="text-align: center;">Event Approval and Project Officer</p> </div> </div> </div>
LEVEL: Level 5, City of Albany Industrial Agreement 2023	
DIRECTORATE: Community Services	
REPORTS TO: Events Coordinator	
RESPONSIBLE FOR: N/A	

3. POSITION OBJECTIVE

This position is responsible for the provision of high level administrative and events support for the Community Service Directorate through the Events Team. Key position objectives include:

- Deliver event approval processes for both internal and external event holders;
- Support Community Services with special projects and administration as required;
- Deliver projects under the guidance of the Manager Community Relations;

- Provide ongoing support for the implementation, development and approval of events within the City of Albany; and
- Provide guidance and support to events and festivals managed by community groups and commercial operators to optimise patronage, cultural, social and economic benefits.

4. KEY RESPONSIBILITIES

Event Approvals

- Lead, develop and review the City's event approval process to streamline operations.
- Maintain appropriate event approval systems and assist with development and improvements within current system.
- Develop and maintain relevant document sets and recording systems.
- Facilitate cross-directorate input into the approval process – including leadership and administration of the event approval process.
- Liaise with internal and external event holders.
- Develop and maintain communication mechanisms and information regarding the event approval process.
- Manage licences and approvals required for events including liquor licences and traffic management plans.
- Facilitate the implementation of customer service requests for City assets.

Bookings, Documentation and Resources

- Maintain booking processes and systems for the Albany CBD precinct.
- Maintain communication mechanisms - including document sets and collateral for all venue and resource bookings.
- Manage the Film Friendly Officer role and maintain external website with Screenwest WA.
- Manage fees and charges for City reserve grounds bookings and event approval application forms (commercial events).
- Complete post-event report for City supported events and projects, including consolidation of budget, debrief with stakeholders, review of current procedure and suggested improvements.

Special Projects

- Research and analysis of projects as designated.
- Assist with event delivery and marketing projects and designated.
- Special project support as designated.
- Assist with the development and delivery of major events (including contracting).
- Delivery of special projects in conjunction with the approval process.
- Assist with the development and delivery of major event bids.
- Liaise with film and media productions as the designated Film Friendly Officer .

Administration

- Policy and procedure creation and writing.
- Word processing of letters, memorandums, documents, reports and spread sheets.
- Coordination of inward and outward correspondence and general information flows.
- Management of telephone calls and emails.
- Management and follow up of delegated tasks.
- Ensuring appropriate record keeping, utilising the City's electronic records management system.
- Proactively address customer queries.
- Provision of finance administrative support inclusive of purchases orders, receipting and reporting.
- Database management and development.

Customer Service

- Liaise and consult with relevant stakeholders and customers, internally and externally, on service, programs and activities.
- Identify and initiate customer service opportunities.
- Strive for continuous improvement in the workplace and excellence in customer service.
- Review, develop and communicate all customer service oriented community service policies, procedures and practice.

Work Health and Safety

- Take reasonable care for own / individual health and safety and for the health and safety of others, including the implementation of risk control measures that are within own / individual control to prevent injuries or illnesses.
- Comply with any reasonable instruction from the City of Albany and monitor and rectify work practices to ensure compliance with WHS Regulations.
- Abide by the City of Albany policies and procedures.
- Report any workplace hazards. Everyone in the workplace shares this responsibility equally.
- Report any workplace injury, illness or near misses. It is important to report all injuries, no matter how insignificant they may seem.

5. REQUIREMENTS OF THE JOB

Skills:

- Developed understanding of community and commercial events.
- Developed understanding of event approval processes.
- Demonstrated understanding of event development and delivery, including; concept development, project management and planning, monitoring, control and evaluation.
- Basic understanding of digital marketing tools, approaches and systems.
- Sound writing skills inclusive of document proofing and editing.
- Ability to research multi-disciplinary subject matter.
- Sound document creation skills.
- Highly-developed time management, organisation and administration skills.
- Demonstrated use of the Microsoft Office suite of packages and Windows operating systems.
- Strong customer service focus and commitment.
- Ability to work under pressure and high stress situations with a high level attention to detail.
- Well-developed problem solving skills.
- High-level attention to detail.
- Ability to work independently and as part of a team.
- Demonstrated experience within a corporate records environment.
- An ability to support and work with community groups and organisation to meet their needs and requirements.
- Available for out of hours work.

Knowledge:

- Demonstrated understanding of community and commercial events management including the approval processes, concept development, project management and planning, monitoring, control and evaluation.
- Well-developed knowledge of Event Approval and Event Management (delivery) systems and legislative context.
- Sound understanding of community services functions in a government setting including community events.
- Demonstrated experience in leading teams.
- Track record of successful event delivery with regional communities as well as government and corporate entities.

- Basic knowledge of event specific marketing systems and processes.
- Sound understanding of typical community services functions in a government setting including community events.
- Financial management and data presentation including use of and development of complex worksheets.
- Sound understanding of customer service delivery in a government environment.
- Understanding of the principles of project management.
- Knowledge of Local Government administration processes.

Qualifications and Experience

- 'C' Class Driver's Licence.
- National Criminal History Check.
- First Aid Certificate (desirable).
- Working towards, tertiary qualifications in business administration, marketing or a community development, related field (desirable).
- A similar role within government or a government agency.
- Experience in the planning and delivery of discrete administration or event projects.

7. CERTIFICATION

As the occupant of this position, I have noted and agreed to the Values, statement of duties, responsibilities and other requirements as detailed in this document.

NAME: _____ SIGNATURE: _____
(Please print)

DATE: _____

WITNESS NAME: _____ SIGNATURE: _____
(Manager or above) (Please print)

DATE: _____