

Whitehorse City Council

Position description

Position title: Administration and Events Officer	
Classification: Band 5	Effective Date: September 2026
Reports to: Senior Arts Officer, Festivals	Tenure: Permanent

About Us:

At Whitehorse City Council, community is at the heart of everything we do.

We aspire to be a healthy, vibrant, prosperous and sustainable community. We enable this through strong leadership and community partnerships.

We strive to stay ahead of evolving changes and needs of our community.

Our five key principles empower our employees to be innovative and provide an excellent customer experience. We are a resilient organisation where everyone belongs.



CREATE - Our Values and Behaviours:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. Our employees 'live' these shared values. In living these values we also ensure that everyone has a voice and that everyone matters.

Collaboration	Respect	Excellence	Accountability	Trust
We work flexibly together to achieve outcomes and solve problems.	We actively listen, value diversity and care.	We adapt, respond, learn and grow.	We take responsibility and follow through on our promises.	We act with integrity and are empowered to make decisions.

City of Whitehorse is a culturally and linguistically diverse community. We are proud of the diversity of our workforce and recognise the strength this provides in meeting the needs of our community. We are committed to upholding a safe, inclusive and respectful workplace that values the contribution of all.

Whitehorse City Council is committed to being a child safe organisation. We recognise our responsibilities to keep children and young people safe from harm and have established policies, procedures and training to achieve these commitments.

Goal Statement

To provide high-quality festivals and event administration, operational coordination and department-wide business support for Creative Whitehorse, with a strong commitment to responsive customer service, collaboration and continuous improvement.

Key Responsibilities

Event Management

- Undertake key operational responsibilities in the planning, delivery and evaluation of Council's festival and event program, ensuring operational needs are met and stakeholder requirements are effectively supported.
- Work with the Senior Arts Officer Festivals to plan, coordinate and deliver key elements of Council's festival and event program across all stages of the event life cycle.
- Lead the administrative, planning, and stakeholder coordination to facilitate the compliant and effective delivery of Markets.
- Lead the planning and administration of expressions of interest and application processes for Council's festival and event program.
- Administer Council's event and film permit process from initial enquiry through to permit issue, reviewing supporting documentation and providing planning, safety and compliance advice to internal and external organisers.
- Develop and deliver online marketing campaigns in collaboration with Council's Communication, Advocacy & Investment department, to promote the Whitehorse festival and event program.
- Provide excellent customer service to both internal and external stakeholders such as suppliers, community groups, artists and vendors.

General Administration

- Develop, implement, maintain and continuously improve administrative systems, processes, templates and practices that support the effective operation of the Creative Whitehorse department.
- Undertake department-wide meeting, planning and administrative functions, including the preparation of meetings, agendas, presentations, and formal minutes.
- Deliver purchasing and procurement administration across departmental operations and service delivery in accordance with Council requirements.
- Act as the designated moderator for Creative Whitehorse social media channels, monitoring activity, responding to or triaging enquires as required.
- Provide administrative support to assist in the management of the Arts & Culture Advisory Committee.



Corporate Responsibilities

- Adhere to all Corporate Policies, Procedures and the Organisational Goals and Values in the current Whitehorse City Council Collective Agreement.
- Understand and adhere to the Risk Management Policy (as it relates to the employees work area) and related procedures that are designed to minimise injury and/or loss to individuals, assets and equipment.
- Report any matters that may impact on the safety of Council employees or citizens, assets and equipment.
- Support, enable and encourage strategies and actions identified in Council's Gender Equality Action Plan (GEAP) to improve workplace gender equality.
- Champion a safe environment for children and young people in accordance with Council's commitment to Child Safety

Accountability and Extent of Authority

Budget: Nil

Staff responsibility: Nil

Judgement and Decision Making

The position works within guided supervision, although experience and judgement is at times required. It includes regulated activities and other activities with identified objectives requiring the officer to select a method, process or system to achieve the objective. Work may involve problem solving using guidelines, standards and procedures, professional/technical knowledge or experience. Some creativity and originality will be required in decision making and operational delivery.

Specialist Knowledge and Skills

Licences and Experience:

- Experience in the planning, delivery and evaluation of festivals and events.
- Experience delivering and maintaining administrative services and processes.
- Experience administering event applications, permits, bookings and associated compliance documentation.
- Experience supporting procurement processes and working with contractors, suppliers and external stakeholders.
- Experience providing customer service and advice to a diverse range of internal and external stakeholders.
- Local Government experience in arts, culture or events environments – Desirable

Technology:

- Advanced skills in Microsoft 365 and other relevant business applications.



- Experience using and administering booking, event or permit management systems – Bookable experience desirable
- Experience using Drupal website content management system and Meta Business Suite
- Working knowledge of a purchasing and procurement system – Desirable
- Adobe Creative Suite experience (e.g. Illustrator) – Desirable
- Experience in use of Asana or similar task management software
- Experience in use of Canva design software

Qualifications and Experience

Qualifications/ Certificates:

- First-Aid (preferred)

Interpersonal Skills

- Must have the ability to liaise with the public and a diversity of residents, stakeholders and employees of the Whitehorse City Council.
- Sound verbal communication skills, excellent telephone technique and sound written communication skills.
- A positive contributor to workplace culture and performance.
- Outstanding customer service skills.
- Ability to prioritise work to meet deadlines.

Key Relationships:

- Role works closely with the Manager Creative Whitehorse, Coordinator Creative Programs, Senior Arts Officer - Festivals. The role regularly interacts with the members of the Creative Whitehorse Department, staff and management across the organisation.
- This Officer is required to maintain professional relationships with external residents/customers, Advisory Committees, community groups, schools, sporting & arts clubs/associations and other external bodies.

Management Skills

- Strong initiative and ability to work in a team environment.

Application Requirements

- Satisfactory National (and International as applicable) Criminal History Check.
- Working with Children Check.
- A valid Victorian driver's licence.



Key Selection Criteria

1. Demonstrated experience in the planning and delivery of events and festivals with a strong commitment to customer service.
2. Demonstrated capability in an administrative services role preferably in a local government arts setting.
3. Highly developed ability to use information technology relevant to this role.
4. Demonstrated ability to be an effective team member, show initiative and be a positive contributor to workplace culture & performance.
5. Demonstrated ability to manage tasks and projects and get the job done.

Physical Requirements

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
Kneeling/Squatting Tasks involve flexion/bending at the knees, ankle, and waist in order to work at low levels.	On-site event delivery	Sometimes	
Hand/Arm Movement Tasks involve use of hand/arms	Computer use	Frequently	
Bending/Twisting Tasks involve forward or backward bending or twisting at the waist.	On-site event delivery	Sometimes	
Standing Tasks involve standing in an upright position	On-site event delivery	Sometimes	
Reaching Tasks involve reaching above head, and above and equal to shoulder height	On-site event delivery	Sometimes	
Walking Tasks involve walking on slopes and walking whilst pushing/pulling objects	On-site event delivery	Sometimes	
Lifting/Carrying Tasks involve raising, lowering and moving objects from one level position to another	On-site event delivery	Sometimes	



Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
Pushing/Pulling Tasks involve pushing/pulling away, from and towards the body	On-site event delivery	Sometimes	
Keyboard Duties Tasks involve sitting at workstation and using computer	Writing and editing	Frequently	
Satisfactory Vision Standard of vision required equal to that required for driver's licence	Standard of vision required equal to that required for driver's licence	Frequently	

Any other relevant comments:

The position is worked primarily Monday to Friday, however weekend and out of hours work will be required. Additional hours may be worked during busier times and such time accrued is to be taken in lieu of payment as soon as practicable and annualised component where suitable.