Administration Officer
Events & Promotions

CLASSIFICATION: Band 5

OCCUPANT:

DATE: July 2026

POSITION CONTEXT & OBJECTIVE(S):

The primary objective of this role is to provide both administrative and operational support to the Events & Promotions Unit that create and co-ordinate an outstanding annual events program for the City Of Warrnambool.

This position implements a broad range of events and promotional projects as directed by the Service Manager, Events & Promotion, including both community and council run events as well as commercial partnerships.

The key function of this role is to administer the event application, referral and approval process for WCC supported events through the Event Control Group. This position must ensure all applications and correspondence to and from event applicants, regulatory partners (eg. VICRoads, Victoria Police, VCGLR, APRA) and all WCC business units is maintained at a high standard.

KEY RESPONSIBILITIES AND DUTIES:

List all key duties for the role

1. Provide administrative support to Events & Promotions Unit, including logistic support.
2. Sourcing, engaging (including procurement compliance) and contracting of event management entertainment and activations
3. Supervision of stakeholders and contractors during events
4. Event delivery including supervision of area, event staff and activities provided by third parties
5. Deliver administrative services for the Events & Promotions Unit including but not limited to generating purchase orders, processing invoices and quotations, event report maintenance, post event surveys, event funding documents and acquittals.
6. Contribute to budget management through senior management engagement, scheduled reviews, meetings and reports
7. Assist in program build, assessment and disbursement of the annual Festival and Events Fund grant program.
8. Extensive stakeholder engagement to both internal, external and third parties including the WCC Events Control Group and other regulatory stakeholders.
9. Respond to enquiries and correspondence relating to events and bookings of Council resources.
10. Assist in the promotion of events through creation, coordination and input into broad marketing campaigns/strategies and timelines, the coordination of Council's online calendars and databases, production of regular promotional materials, creation of content and maintenance for social media platforms, newsletters and external agencies and publications.
11. Create and modify documents and presentations to ensure final draft standard documents are prepared for endorsement.
12. Assist and contribute to the development of organisational strategy direction in consultation with Service manager and external consultants
13. Ensure all administrative processes are in line with Council policies, delegations and procedures

Council is committed to creating and maintaining a child safe and child friendly city, where all children are valued and protected from abuse. Child safety and wellbeing are a community responsibility and are everyone's business. The safety of children in our care is Council's first priority and we have zero tolerance for child abuse or harm.

KEY SELECTION CRITERIA:

Applicants are required to address in writing the key selection criteria in their applications and will need to demonstrate to the selection panel that they have met the following criteria:

1. Identification of post-secondary education (eg: Diploma Business Administration) or equivalent relatable to the position.
2. Previous administrative experience supporting professional officers and senior management.
3. Excellent level of written and verbal communication skills.

4. Excellent public relations, project delivery and customer service skills with the ability to maintain and enhance relationships with stakeholders.
5. Sound knowledge of computers, including software applications such as Microsoft Office and industry specific software packages.
6. Ability to work autonomously and as part of a team.

The qualifications, skills and experience outlined in this position description are ideals to which the occupant will aspire. Unless specifically stated, they are not absolutely essential.

GENERAL EMPLOYMENT PROBITY CHECKS:

The incumbent must have and maintain a current Fit2Work (Police Records):
☑ YES

The incumbent must have and maintain a Working with Children Check:
☑ YES

ORGANISATIONAL RELATIONSHIPS:

Reports to:	Service Manager Events & Promotion
Supervises:	Event Volunteers & WCC Staff Occasionally
Internal Contacts:	All Council Staff & Councilors
External Contacts:	General Public and Consultants

RELATIVE LEGISLATION

- Fair Work Act 2009
- National Employment Standards
- Occupational Health & Safety Act 2004
- Superannuation Act 1976
- Victoria Long Service Leave Act 2018
- Victoria Workplace Injury Rehabilitation and Compensation Act 2013
- Gender Equality Act 2020

ACCOUNTABILITY AND EXTENT OF AUTHORITY:

- To be accountable for the advice provided to internal and external customers and staff.
- Ability to contribute to and implement decisions made in relation to projects within the Events & Promotions team and the wider Council.
- Ability to plan work at least one week in advance.
- May be required to supervise and event support staff and Contractors
- Assist with WCC social media channels, including the development and creation of content, scheduling and publishing posts, responding to, and moderating user interactions in line with council policy/standards

JUDGEMENT AND DECISION MAKING:

- This position requires periods being unsupervised
- The position is required to exercise judgement and decision making in the management of stakeholders and Contractors, being mindful of limits of delegation
- Guidance is usually available via telephone of unsupervised

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Events & Promotions

SPECIALIST KNOWLEDGE AND SKILLS:

- Demonstrated high level of administrative experience and skills. Along with experience in event management and event approval processes.
- The position requires a high level of stakeholder management and organizational skills, and be able to assess competing stakeholder interests with the position of the organization.
- Ability to source information across various platforms without direction.
- Sound knowledge of computers, including software applications such as Microsoft Office and industry specific software packages
- To have excellent public relations, project delivery and customer service skills.
- To exercise high levels of confidentially in all dealings within the organisation and stakeholders.
- Understanding of standard procedures, practices, Acts/regulations and Precedents, Unit Goals and overall Council Goals.
- Understanding of the long term unit goals for the Events & Promotion team

MANAGEMENT SKILLS:

- The ability to use ones judgment in order to prioritise projects and meet schedules and timelines.
- Ability to work under pressure and meet defined timeframes for projects.
- Ability to liaise with staff and members of the public

INTERPERSONAL SKILLS:

- Excellent level of written and verbal communication skills.
- Experience in effective customer relations/interpersonal skills.
- Awareness and sensitivity to confidential issues.
- Adaptability and flexibility to varying tasks.
- Ability to work autonomously and as part of a team
- Good verbal and written skills with the ability to prepare external corresspondences
- Ability to gain cooperation and assistance from other members of staff and volunteers to assist in program delivery
- Calm, adaptable and energetic.

QUALIFICATIONS AND EXPERIENCE:

- Post-secondary education (Diploma Business Administration) or equivalent.
- Administrative experience supporting professional officers and senior management.

TERMS AND CONDITIONS OF EMPLOYMENT:

The Terms and Conditions in this Position Description are to be read in conjunction with the Warrnambool City Council Enterprise Agreement.

AGREEMENT:

I accept and agree to the duties in this Position Description. I understand that this Position Description is to be read in conjunction with the General Terms & Conditions of Employment and I agreed to abide by the terms and conditions stipulated therein.

Name:	

Administration Officer
Events & Promotions

Signature:	
Date:	