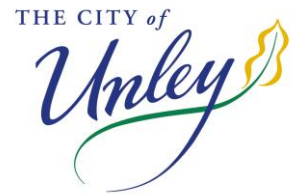


POSITION DESCRIPTION

CORPORATION OF THE CITY OF UNLEY



1. JOB IDENTIFICATION:

Title of Position: CASUAL COMMUNITY & CULTURAL DEVELOPMENT
SUPPORT OFFICER

Business Unit: COMMUNITY CONNECTIONS

Reports to: TEAM LEADER COMMUNITY & CULTURAL
DEVELOPMENT

Classification: MOA 2

2. POSITION OBJECTIVES:

The Casual Community & Cultural Development Support Officer plays a key role in delivering exceptional customer service and providing project and administrative support across community, cultural, arts, volunteering, inclusion initiatives, and community centre operations. This position assists with the planning, coordination, and communication of events, programs, venue hire, and partnerships, ensuring activities are delivered effectively and in line with established procedures under regular supervision.

By supporting venue hire and centre operations, managing event and program logistics, and providing responsive administrative assistance to staff, volunteers, and community members, the role contributes to creating positive and inclusive community experiences.

The position is primarily based at the Civic Centre and may work across multiple Community Centres as required.



Better Together



Be Progressive



Strive for Excellence

3. KEY RESPONSIBILITIES:

Customer Service and Community Centre Operations

- Provide a high level of customer service by responding to phone, email, visitor and participant enquiries.
- Support day-to-day community centre operations including venue hire bookings, program enquiries and general reception duties.
- Prepare rooms and ensure facilities and equipment are available and set up appropriately for hirers and programs.
- Ensure reception areas and facilities are maintained in a welcoming and presentable condition.
- Receive, record and be accountable for payments, invoicing, banking and hire-related reporting, including maintaining registers of bonds held.
- Manage incoming and outgoing mail and maintain accurate records and data relating to hires, programs and attendance.

- Monitor maintenance and cleaning status of community centre facilities and liaise with maintenance staff and contractors to minimise disruption to centre users.
- Report issues and support follow-up actions in accordance with Council procedures

Event, Festival and Program Support

- Provide project and administrative support for community and cultural events, festivals, celebrations, youth, volunteer and active ageing programs.
- Assist with coordination of artists, stallholders, suppliers, volunteers and partners in line with agreed event and program plans.
- Prepare and distribute information packs for participants (artists, stallholders, suppliers, volunteers and hirers).
- Assist with event and program logistics including layouts, schedules, deliveries and installation timelines.
- Support compliance-related processes by collecting, collating and forwarding required documentation (e.g. food vendor information, inspections).

Communications and Promotion Support

- Assist with website updates, event listings, online forms and booking platforms.
- Provide content and administrative support for social media and promotional activities in collaboration with the Communications team.
- Distribute social media and promotional packs to artists, stallholders, partners, hirers and community groups to support shared promotion.
- Assist with newsletters and e-communications (e.g. volunteers, active ageing, community networks).
- Develop and maintain information promoting community centres, programs and facilities including contributing to Facebook pages, annual programs and the Council website.

General Team Support

- Provide general administrative and meeting support including minute taking for scheduled advisory or reference group meetings.
- Work cooperatively as part of a team, sharing information and supporting colleagues to meet service demands.



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Staff must comply with WHS and Return to Work SA legislation requirements and relevant WHS policies, procedures and safe work practices implemented by the City of Unley.

Key WHS Responsibilities:

- Actively support and contribute to the City of Unley's effective safety culture.
- Identify and report health and safety hazards, accidents, incidents, injuries and property damage within the workplace.
- Taking reasonable care to ensure their own safety and not placing others at risk, including appropriate use of equipment and PPE.
- Complying with the requirements of the City of Unley's WHS management system.
- Attending WHS training and following instructions and advice provided.

SAFE ENVIRONMENT:

- Comply with the City of Unley Safe Environment policy and all relevant policies and procedures.
- Notify the Department of Human Services if, on reasonable grounds, you suspect that a child has been or is being abused or neglected if the suspicion is formed in the course of your work while carrying out official duties.
- Notify the Department of Human Services if, on reasonable grounds, you suspect that an aged and/or vulnerable person has been or is being abused or neglected if the suspicion is formed in the course of your work while carrying out official duties.
- Seek advice and support from your Team Leader, Manager or the People & Culture team if a notification is required.
- Advise your Team Leader, Manager or the People & Culture team if there is a change in your criminal history status and undertake a Department of Human Services Screening every three or five years (time frame is related to specific clearance type), unless more regular screening is required for legislative purposes.

EQUAL OPPORTUNITY EMPLOYMENT

Contribute to the promotion and adherence of the employee conduct standards and in particular Equal Opportunity by adhering to the provisions of relevant legislative requirements.

Actively support and contribute to the City of Unley's organisational values.

OUR VALUES





Better Together

Looks like ...

- Everyone matters
- Embrace diversity and difference
- Work as a team
- Collaborate with others
- Show care and support
- Share information and share the load
- Celebrate the wins, and the effort to get there



Be Progressive

Looks like ...

- Adapt, experiment and try new ways
- Be agile, open and take the right risks
- Seek new information & perspectives
- Learn and grow
- Embrace challenge and take action
- Shape the future



Strive for Excellence

Looks like ...

- Deliver our best work
- Set the benchmark high
- Be the best at getting better
- Reflect, evaluate and measure
- Achieve outstanding results
- Have pride in working for local government

4. PERFORMANCE AND SKILL REQUIREMENTS:

a) Qualifications/Experience

- Demonstrated experience providing high-quality customer service and administrative or project support in a community, events, cultural, community centre or local government environment.
- Experience assisting with community events, programs, festivals, volunteer activities or centre-based programs.

b) Knowledge

- Working knowledge of customer service principles and practices in a public or community-facing environment.
- Knowledge of administrative procedures including record management.
- Awareness of work health and safety, customer risk management and safe facility operations.

c) Skills

- Well-developed written and verbal communication skills, including the ability to respond professionally to enquiries from diverse community members.
- Strong organisational and time management skills with the ability to manage multiple tasks and meet deadlines.
- Sound computer skills, including experience using MS Office, booking systems, databases and website or online platforms.
- Ability to accurately collect, record and maintain data, financial records and documentation.
- Ability to work collaboratively as part of a team and share information and workload.

d) Personal Attributes

- Friendly, professional and customer-focused approach.
- Reliable, flexible and adaptable to changing priorities and work locations.
- Demonstrates initiative within established procedures and seeks assistance when required.
- High level of integrity, confidentiality and attention to detail.
- Demonstrates and supports the City of Unley's values when working with colleagues, volunteers and the community.

e) Special Conditions

- Some out of hours work may be required to support events and programs.
- The role is casual, and hours will vary based on operational needs.

By signing this position description, the employee and the employee's manager agrees that it is an accurate reflection of the responsibilities and requirements of the position:

Incumbent:

Date:

Manager:

Date: