

ADELAIDE TOWN HALL SUPPORT OFFICER

POSITION DESCRIPTION

Position Title:	Adelaide Town Hall Support Officer
Responsible To:	Team Leader, Adelaide Town Hall
Council Portfolio	City Community
Council Program:	City Culture
Classification Level:	Salaried, Level 3

Overview of Portfolio

The City Community Portfolio strives to deliver exceptional experiences for our community and customers, providing opportunities for creativity, recreation and wellbeing in a city that is safe, accessible and supportive of all our communities.

Overview of Program

The City Culture Program creates brilliant experiences for all who choose to live in and enjoy our City. By activating and curating places and spaces, and providing opportunities for creativity, recreation, and wellbeing, we connect, support and inspire our diverse community, and draw more people to Adelaide to live, study, work and play.

Key Relationships / Interactions

Internal	Employees across the City Culture Program City of Adelaide (CoA) employees across all Portfolios, Programs and Corporate Teams
External	Members of the General Public Service Providers – Catering, AV, Staging Event Organisers Community, Government, and business stakeholders

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Primary Purpose

As part of the Creative City Team in the City Culture Program the Adelaide Town Hall (ATH) Support Officer will provide administrative support to the ATH team and provide client services, including coordination and sales of venue bookings, raising client invoices and processing event confirmation documentation.

This includes providing excellent customer service, and supporting positive and productive relationships with internal and external stakeholders.

Responsibilities

The ATH Support Officer is responsible for;

- Monitoring the ATH mailbox and distributing enquiries.
- Responding to queries, either via telephone, email or in person.
- Undertaking financial processes including raising invoices and purchase orders for ATH events, processing accounts payable invoices and following up outstanding debtors list.
- Creating and maintaining monthly statistical reporting and maintaining databases.
- Developing and maintaining administration and financial procedures for the ATH to improve business efficiency.
- Management and distribution of weekly rosters for ATH staff and contractors. This includes coordination of staging, cleaning staff, facilities management activities, audio visual supplier and security, according to client's requirements, to ensure timely and cost-effective operations and adequate resources are allocated.
- Management of Front of House requirements for all events in consultation with the ATH team.
- Facilitating small events held in the small meeting rooms and Meeting Hall.
- General administration support across the Creative City team as needed.

Responsibilities for all employees:

- Model and champion an inclusive, respectful, and ethical workplace culture, aligned with our CoA values and Employee Behavioural Standards, actively promoting equal opportunity, diversity and equity.
- Adhere to organisational policies and WHS requirements while promoting a safe, inclusive environment that safeguards both physical and psychological wellbeing for self and others.
- Promptly report WHS incidents or near misses and use equipment, supplies, and personal protective equipment safely and responsibly.
- Adhere to security and safety requirements (physical and cyber) by following secure information/data handling practices and procedures that support and secure our systems.
- Proactively identify and report any cyber security risks, breaches, incidents, or suspicious activity such as phishing, unauthorised access, or mishandling of information.
- Complete all mandatory training and ongoing professional development.

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Position Criteria

Qualifications	A tertiary qualification in Business Administration or related field and/or commensurate demonstrated experience in lieu of formal qualifications.	Essential
People Management	Experience coordinating, planning and supporting staff and volunteers & external providers.	Essential
Financial Skills & Acumen	Experience with budgets administration and processing purchase orders and invoices.	Essential
Technical Knowledge & Experience	<p>Demonstrated experience in providing administrative and project management support.</p> <p>Experience in supporting the delivery of projects and development of supporting documentation and resources.</p> <p>Experience in utilising databases and maintaining and reporting statistics.</p> <p>Understanding and proactively assisting in the achievement of key Program team activities and goals.</p> <p>An awareness of Workplace Health and Safety issues, standards and actions in the workplace.</p>	Essential
Project Management	Strong organisational skills and a demonstrated ability to plan and operate efficiently under pressure to complete work.	Essential
Innovation & Initiative	Demonstrated ability to work independently as required.	Essential
Resource Management & Decision Making	Ability to prioritise and be flexible when responding to changing priorities and demands.	Essential
Professional Development	A commitment to ongoing professional development and continuous learning.	Essential
Customer Commitment & Integrity	<p>Demonstrated high level skills in dealing confidently and courteously with people at all levels. Capacity to maintain a high degree of discretion and exercise sound judgment in dealing with sensitive and confidential matters.</p> <p>Ability to accept accountability and responsibility to work towards agreed goals and KPIs.</p>	Essential
Collaboration & Communication	<p>Excellent verbal and written communication skills.</p> <p>Experience in collaboration and liaison within a team and across a program and organisation.</p> <p>Experience in supporting the development and maintenance of relationships and partnerships.</p>	Essential

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<p>Administrative Skills</p>	<p>Demonstrated computer literacy, in particular in MS Office programs to develop a range of documents, and experience using a records management computing applications (i.e. TRIM / SharePoint System). Excellent time management and organisational skills.</p>	<p>Essential</p>
<p>Government Experience</p>	<p>Experience working in a government environment.</p>	<p>Desirable</p>

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Our Values

Our values will guide us towards becoming a stronger, more effective organisation with a positive and mutually beneficial work environment for everyone.

	<p>Achievement</p> <ul style="list-style-type: none"> • Deliver what matters • Ensure clarity of direction and unity of purpose • Inspire excellence and strive for outstanding results
	<p>Collaboration</p> <ul style="list-style-type: none"> • Work together to build successful teams and partnerships • Be open, inclusive, and share knowledge • Seek, provide, and act on feedback
	<p>Customer Commitment</p> <ul style="list-style-type: none"> • Know your customers and put them first • Listen to and understand customer needs • Be responsive, close the loop and deliver on promises
	<p>Integrity</p> <ul style="list-style-type: none"> • Own your actions, successes and mistakes • Act with transparency, honesty, and respect • Do what you say you will do
	<p>Innovation</p> <ul style="list-style-type: none"> • Look for ways to improve and create positive change • Think broadly and take a wider viewpoint • Be responsive to new ideas and opportunities

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Special Conditions

- Performance will be based upon the delivery of the agreed goals recorded in your Performance Review documentation.
- Some out of hours work may be required in order to meet the requirement of the role.
- An unencumbered Drivers Licence may be required.
- A satisfactory Police Clearance may be required.
- A satisfactory Medical Clearance may be required.
- Where applicable, I have reviewed and understand the delegations associated with this position.

Physical Demands

Task	Office Workstation
Work Area	Various
Physical Demand Rating	Medium Work

Physical Demand	O	F	C	Description	FCE Notes
Sitting		✓		Ergonomic adjustable chair	Critical Range of Motion: Shoulder to 140° flexion. Lift Capacity: Up to 15kg. Push / Pull Force: Moderate force
Standing		✓		Various surfaces	
Walking		✓		Various distances	
Climbing	✓			Occasional stairs	Environmental Factors: Indoor. Carpet in most offices. Lift access in most buildings.
Push / Pull	✓			Moderate force at times setting up and packing away tables / furniture	
Squatting	✓			Accessing items low to the ground, setting, and packing away furniture	Working at the Adelaide Town Hall. Working in the function area setting up and packing away furniture
Gripping		✓		Furniture, tables, computer equipment	
Forward Reach		✓		Setting up equipment and function room for events	Task Rotation: tasks are varied by the worker. Pause exercises, stretches and standing up are self-directed by the worker. Workers can alternate sides with the computer mouse. Able to vary posture and position.
Lift	✓			Tables, furniture, equipment for events up to 15kg	
Carry	✓			Furniture and equipment for events	

O = Occasional (1–33%), F = Frequent (34–66%), C = Constant (67–100%)

Summary: The work role involves various computer and office-based tasks with some setting up and packing away of furniture and equipment for events. The role can include setting up equipment, furniture, moving tables, chairs and other items for events and functions.

***This is a general statement regarding the physical requirements of the role. The inherent physical requirements are underpinned by Job Dictionaries, which can be accessed by contacting the MySafety Team (OSCAR).**

Agreement

This Position Description is only descriptive of the type of duties to be undertaken by your during your employment and you accept the Corporation may require you to carry out any duties which are within your skills and competence.

**** Electronic Offer**** By accepting your letter of offer electronically you are agreeing to the work profile / job description attached to your offer.