

Development and Programs Officer

POSITION DESCRIPTION



Position Number:	2601
Department:	Communities and Lifestyle
Section:	Communities and Culture
Unit:	Major Venues
Position Status:	Permanent Full Time
Classification:	Level 5 - Rockhampton Regional Council Internal Employees Certified Agreement 2025
Reports To:	Coordinator Major Venues
Revised:	August 2026

General Position Statement

This position supports Council's direction by developing, coordinating and delivering performing arts, and cultural programs and events that strengthen audience development, encourage community participation and contribute to a vibrant and sustainable performing, arts sector across the Rockhampton Region.

The role is responsible for programming the See It Live program for the Pilbeam Theatre, undertaking production management for Council's major musical, Carols by Candlelight and other major events and coordinating public programs and activities that connect audiences, artists, community groups and stakeholders.

The position also focuses on identifying opportunities to grow and diversify audiences, support participation in the performing arts and ensure programs and events are planned and delivered professionally, safely, efficiently and within approved timeframes and budgets.

Specific Responsibilities

The successful candidate must be able to fulfil the following position responsibilities.

- Deliver the development, planning and co-ordination of a range of public programs and activities as part of the annual See it Live Theatre program,
- Develop, coordinate and deliver Rockhampton Carols by Candlelight, and Community focused events.
- Undertake the role of Assistant Producer for the delivery of the annual RRC Musical Theatre production.
- Deliver the Rockhampton Regional Council annual multi-cultural festival in partnership with community groups.
- Research and undertake activities that build audiences for all events and programs in order to increase community participation and maximise the return to Council and the community.
- Use your advanced knowledge of relevant Acts, Regulations and local laws, to ensure events and activities are compliant.
- Ensure events and activities are delivered within allocated timeframes, allocated budgets and have appropriate resources to be delivered professionally and successfully

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- Provide accurate and timely information to internal and external stakeholders including contractors, event suppliers and event coordinators
- Supervise and support administration staff in the delivery of commercial and community venue hire across Council's major venues, including coordinating hire processes, reconciling event financials and issuing accurate statements for venue hire.
- Be responsible for updating and maintaining procedures and processes associated with your area of expertise and actively contribute to the broader unit process improvement initiatives.
- Work cohesively and professionally with council peers service providers, suppliers, internal and external customers as required in relation to the delivery of all programs and activities.
- Be responsible for the facilitation, application and execution of grants for community events and arts based activity.
- Monitor and report on program and event performance, including attendance figures, audience feedback, financial outcomes and key performance indicators.
- Coordinate procurement processes including obtaining quotations, raising purchase orders, processing invoices and monitoring expenditure in accordance with Council policies and procedures.
- Develop and maintain productive relationships with community groups, cultural organisations, sponsors, artists, performers, volunteers and key stakeholders to support program and event outcomes.
- Identify and pursue partnership and funding opportunities that enhance event programs, increase community participation and maximise value for Council.
- Refer matters that may impact upon the business, Council and employees to the relevant Coordinator or Manager.
- Undertake other relevant duties as directed, consistent with skills, competence and training.

Position Requirements

Your suitability for this role will be assessed against the following competencies.

Skills/Competencies

- Demonstrated experience in the development and delivery of performing arts, events, public programs and activities.
- High level knowledge of the performing arts industry.
- Demonstrated planning, organisational and time management skills, with the ability to prioritise tasks to meet required timeframes and outcomes.
- Demonstrated project management and documentation skills, proven experience managing multiple projects at once.
- Ability to work autonomously without supervision
- Demonstrated ability to lead and engage groups through facilitated community projects.
- Demonstrated ability to negotiate and work productively with non-professional organisations and volunteers and resolve conflict.
- Ability to develop, monitor and review program and project budgets to ensure a high level of compliance.
- Advanced knowledge of, policies and legislation relevant to event coordination, including Workplace Health and Safety obligations, Live Performance industry practices and standards.
- Ability to effectively operate Council's computer systems including the Ci Anywhere Suite (R1 and ECM), Pathway and the MS Office Suite.

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- Communicate Effectively – Ability to communicate with others verbally and in writing to meet requirements of the role.
- Teamwork and Collaboration – Ability to work together with others to achieve common goals both within immediate team and teams across Council.
- Goal Setting – Ability to set, define and deliver goals that are SMART – *Specific, Measurable, Achievable, Relevant and Timely*.
- Problem Solving – Ability to analyse problems by gathering information and develop a solution (in line with role responsibilities) or options and make a recommendation.
- Decision Making – Ability to use sound judgement to make the best decision based on information gathered and analysed within the boundaries of the role.
- Manage Risk – Ability to identify, understand and manage risks so that work can be delivered safely and to required standard.
- Deliver Excellent Customer Service – Ability to meet customers' expectations around safety, time, cost and quality.
- Adaptable to change – Ability to adapt to changing work environments, technology, work priorities and organisational needs.
- Manage Career/Development – Ability to identify development activities required to perform current role and opportunities to develop to meet career expectations (as applicable).
- Manage Resilience and Wellbeing – Commitment and the ability to participate in safety programs to support safety, health and wellbeing in the workplace.

Qualifications and Experience

- Degree qualification in Business, Arts, Production and/or Event Management (or related discipline) and/or demonstrated equivalent experience in the planning, coordination and delivery of arts, cultural, community and events.
- Blue Card for working with Children and Young People. This position falls under the definition of regulated employment in the *Working with Children (Risk Management and Screening) Act 2000* and as such, persons seeking engagement in this position must undergo screening checks under the blue card system administered by the Department of Justice and Attorney-General.

Desirable Qualifications and Experience

- First Aid Certificate.

Behaviours

- *Customer Service* – Ensure service delivery and advice remain focused on Council's customers and community outcomes.
- *Safety* – Carry out your duties in a safe manner whilst ensuring the safety of your team members and customers, in accordance with Council's Health and Safety Duty Statements and associated safety policies / procedures.
- *Code of Conduct* – Act in accordance with Council's Code of Conduct.
- *Council Values* – Demonstrate behaviours aligned to Council's values: *One Team, Accountable, Customer Focused, Continuous Improvement and People Development*.

Leadership Capabilities

- Council's Leadership Capability Framework – meets standards of performance and behaviours in line with our Leadership Capability Framework and leadership level Operational Leadership: *Build and maintain Trust; Deliver Results, Customer and Community Driven, Lead and Enable Change and Commit to Personal Growth*. **Further Information Appendix A.**

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Additional Requirements

- Ability to work in an office environment and external events sites.
- Ability to work on programs and projects at times outside of normal business hours.
- Ability to legally operate a motor vehicle under a “C” Class Licence.
- Provision of a satisfactory Criminal History Check - Police Certificate (Australia Wide Name Only Police Check).
- Ability to work with screen based equipment over long periods with prescribed rest breaks.

Delegations and Authorisations

Financial, Administrative and Corporate Delegations may be applicable to this position and are detailed in the Delegations Corporate Register.

Legislative Sub-Delegations and Authorisations may also be applicable to this position and are detailed in the external public registers. Both registers are available on Council's Intranet.

Acknowledgement

This job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the role.

Authorised By:	Manager
Signature:	
Date:	
Employee Name:	
Employee Signature:	
Date:	

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Appendix A: Leadership Capability Framework – Leadership Level Operational Leadership (Team Leaders and Supervisors)

Key Leadership Capabilities	Leadership Standard / Behaviour	Standards / Behaviours Required at this Leadership Level
Build and Maintain Trust	Engage and Inspire our People	Ensures alignment between work and Council's vision to engage and inspire others.
	Empower our People	Empowers others and builds trust and confidence through coaching.
	Enable Teamwork and Collaboration	Ensures teamwork and collaboration within and across teams.
	Effectively Communicate across the Organisation	Fosters open and transparent two way communication and ensures that communications are received and understood by team members and other stakeholders.
	Build Effective Enduring Relationships	Engaging in and supporting others to build effective and enduring relationships built on trust and respect.
Deliver Results	Manage People Performance	Ensures the alignment and achievement of goals through setting clear expectations, providing feedback, support and recognition to employees.
	Develop our People	Identify opportunities to provide development opportunities and coaching to others.
	Demonstrate Ethical and Accountable Decision Making	Develops own and team's organisational, political and cultural awareness.
	Demonstrate Organisational and Situational Awareness	Makes decisions in situations where there is scope for interpretation.
	Maintain a Strategic Focus	Coordinates resources to achieve Council's strategic objectives and supports others to understand how their role aligns.
	Plan and Organise Resources	Plan and organise resources to ensure the team delivers work within deadlines of to a quality standard in a safe and cost effective manner.
Customer / Community Driven	Be Customer and Community Focused	Focus on the purpose of Council and delivering what's best for the customer and community in line with vision.
	Manage customer and stakeholder relationships	Anticipates and adapts to customer and stakeholder needs.
Lead and Enable Change	Lead Change Effectively	Manages the process of change to ensure successful implementation.
	Lead Continuous improvement and Innovation	Supports others to identify, gain acceptance and implement continuous improvement opportunities.
Commit to Personal Growth	Commit to Personal Growth and Learning Agility	Commits to own personal growth and learning agility and shares learnings with others.
	Lead with Emotional Intelligence	Develops emotional intelligence and awareness of impact of actions on others.
	Build and maintain Technical and Operational Competence	Maintains own technical and operational competence and supports others to develop and maintain their competence.