

Event Support Officer

POSITION DESCRIPTION



Position Number:	3750
Department:	Office of the CEO
Section:	Advance Rockhampton
Unit:	Events
Position Status:	Fixed Term Full Time
Classification:	Level 3 – Rockhampton Regional Council Certified Agreement 2022 – Internal Employees
Reports To:	Events Coordinator
Revised:	March 2026

General Position Statement

This position supports Council's direction by assisting with development and delivery of a range of public events focused on the increased public use of Council's venues and facilities, building activities to increase community participation while working in a professional, efficient and confidential manner to ensure the development of good working relationships with all staff and the public.

Performance standards and expectations relating to this position will be detailed in the individual performance plan.

Specific Responsibilities

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

- Provision of a high level of administrative and event support to assist in the development, planning and delivery of a range of public programs and activities within the Rockhampton Regional Council's area to increase community participation and maximise the benefit to the community.
- Assist with the preparation and delivery of programs and activities ensuring compliance with relevant Acts, Regulations and Local Laws.
- Assist in primary support tasks including financial administrative support and procurement of services for event planning and delivery.
- Assist in the review and updating of work procedures for the Unit.
- Assist with the research, drafting and preparation of documentation, reports, presentations and correspondence.
- Provide high level assistance and support to the Events Unit, including assisting with meeting preparation, agendas, minute taking, and projects as required.
- Identify and assist with the implementation of innovations that add value to the Unit.
- Act as a first point of contact for customers and resolve issues where possible prior to escalating.
- Refer matters that may impact upon the business, Council and employees to the relevant Supervisor or Manager.
- Undertake other relevant duties as directed, consistent with skills, competence and trainin

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Position Requirements

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

Skills/Competencies

- Demonstrated experience providing a range of administrative and event coordination support within a large organisation.
- Effective planning, organisational and time management skills, with the ability to prioritise tasks to meet required timeframes and outcomes.
- High level of accuracy and attention to detail.
- Proven interpersonal skills with the ability to effectively liaise with internal and external clients.
- Effective communication (oral and written) relevant to the position, and strongly focused on the provision of quality customer service.
- Knowledge of the recreation, community and performing arts for the region.
- Understanding of work procedures relevant to the work area.
- Knowledge of practices, policies and legislation relevant to event coordination, including Workplace Health and Safety obligations.
- Ability to effectively operate Council's computer systems including the Ci Anywhere Suite (R1 and ECM), and the MS Office Suite.
- 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.
- Time Management – Ability to plan and organise tasks/work to meet objectives of the role.
- Problem Solving – Ability to analyse problems by gathering information and develop a solution (in line with role responsibilities) or options and make a recommendation.
- 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.

Qualifications

- Qualifications in Certificate III in Events and/or equivalent demonstrated experience relevant to the role.

Desirable Qualifications and Experience

- First Aid Certificate.

Behaviours

- Customer Service – Ensure that you are focused on our customer/s when carrying out your responsibilities.
- 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 – Ensure that your behaviour is aligned with the Code of Conduct.

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- *Council Values* – Ensure that your behaviour is aligned with the values statement adopted by Council: *One Team, Accountable, Customer Focused, Continuous Improvement and People Development*.

Additional Requirements

- Ability to work in an office environment and external event sites.
- Ability to work on programs and projects at times outside 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 set up public events, media briefings, public relations activities and/or field inspections.
- The work is intermittently heavy, with periods of prolonged standing, stooping and crouching. The tasks must be performed meticulously and accurately.
- Ability to handle items of varying weight.

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:	