

POSITION DESCRIPTION

POSITION	Word for Word Festival Administrator
SECTION / WORK UNIT	Cultural Development & Community Engagement
LOCATION	Regional Library Support Centre
AWARD CLASSIFICATION	Band 4
HOURS OF DUTY	Fixed Term (July to December 2020) Part-time 45.6 hours per fortnight, with evening and weekend work required
CONDITIONS OF EMPLOYMENT	Geelong Regional Library Enterprise Agreement (2017) and its successors
REPORTS TO	Director, Word for Word Festival
OCCUPANT	Vacant
APPROVED BY	Executive Manager, Cultural Development & Community Engagement
DATE	June 2020

GEELONG REGIONAL LIBRARY CORPORATION

Established in 1997, the Geelong Regional Library Corporation (GRLC) is a consistently recognised industry leader in Victoria. Leading the way to enable our community to thrive, we take our mission to heart to be an exemplary library service and create opportunities for our community to read, learn, work and connect with each other and the world.

Not only are we the custodians and distributors of accumulated knowledge and resources, we are also leading the way in all things technology and innovation to ensure inclusive access of this knowledge for all of us to be enriched, empowered and inspired in our lives.

We enable a safe space for all users to have the best library experience at all ages and have an incredibly rich calendar of learning and cultural programs throughout our network inclusive of the Geelong Library & Heritage Centre, our 16 community branches and 2 mobiles libraries across 4 local government areas.

We are honoured to undertake delivering on our important responsibilities and proud of strong established relationships based on respect, care and kindness.

POSITION OBJECTIVES

- Ensure the successful delivery of a high quality, community-focused, accessible Word for Word National Non-Fiction Festival.
- Provide high quality administrative expertise, relationship building and communications support in the physical and digital realms of festival presentation.
- Develops and fosters relationships with key festival stakeholders, sponsors, presenters and all staff.

ROLE RESPONSIBILITIES

Under the direction of the Director, Word for Word Festival, ensure successful delivery of the Word for Word National Non-Fiction Festival.

1. Festival Administration

- Prioritise own workload to ensure appropriate administrative support is provided to the Festival Director and other festival team members as required
- Prepare and send all booking confirmations and presenter itineraries
- Assist the Festival Director with financial and invoice related administration and budget requirements
- Assist the Festival Director to secure support from festival partner organisations and sponsors
- Create and distribute sponsorship and partnership letters and agreements
- Organise all presenter travel, transfers and accommodation bookings as required
- Respond to general and ticketing phone and email enquiries
- Coordinate launch and opening night invitation lists
- Prepare and issue thank you letters
- Upload session content to ticketing website
- Make minor corrections or changes to Festival website as required
- Take and prepare minutes of Festival committee meetings for distribution
- Attend and support Word for Word Festival sessions as required
- Coordinate Word for Word Festival Box Office ticketing including additional staff training, organising cash float, EFT, etc.
- Create and analyse audience surveys and ticketing reports.

2. Festival Events Support

- Assist in the coordination of virtual (online) events including involvement with attendees and participants
- Liaise closely with the Coordinator, Events & Production to assist in the delivery of the logistical requirements of the festival
- Ensure that all festival requirements are communicated in a timely manner to the venue and front-of-house team to ensure successful event delivery
- Under the guidance of the Festival Director and Coordinator, Events & Production, support the development and communication of production schedules, event personnel rosters, run sheets, ticketing reports, presenter and staff lanyards, permits or license requirements
- Assist with debriefs and evaluation processes with staff, collaborators and participants
- Play a proactive role in developing and enhancing the festival's processes and practices for continuous improvement.

3. People and Teams

- Participate in duties required as part of the Cultural Development & Community Engagement team and GRLC
- Contribute to a community focused library service
- Enable other GRLC staff members to develop, promote and deliver programs, events and promotional initiatives through training and strong cross-team collaboration
- Establish and maintain effective working relationships with GRLC staff, library members, external suppliers and service providers and other stakeholders.

4. Information Technology

Demonstrate a high proficiency in:

- Microsoft Office suite
- Web-based programs such as SurveyMonkey, MailChimp

Experience in the following software and systems is desirable but not essential:

- Adobe Indesign
- WordPress
- Festival scheduling and ticketing

CLASSIFICATIONS AND DEFINITIONS

ACCOUNTABILITY AND EXTENT OF AUTHORITY

- Accountable for the efficient delivery of key responsibilities outlined in this position description and has the authority act on these responsibilities.
- Responsible for fostering and promoting customer focus and commitment.
- Responsible for providing information and feedback relating to administration and reception processes, policies, procedures and guidelines.
- Responsible for adherence to the Corporation's Privacy Policy and any associated legislation.
- Extent of authority is governed by Library Policy.

JUDGEMENT AND DECISION MAKING

- Duties are carried out within a defined range of objectives, procedures and guidelines.
- Selection of appropriate techniques may be required from the range available.
- Timely guidance and advice are always available.

SPECIALIST KNOWLEDGE AND SKILLS

- Understanding of the role of public libraries in the community with high level customer service skills.
- Proficiency in the use of information technology and software including Microsoft Office, Microsoft Publisher and the Internet with ability to analyse and troubleshoot low level equipment and software malfunctions.
- Proficient keyboard skills.
- Well-developed business literacy and numeracy skills, analytical and investigative skills and time management skills.
- Ability to research, analyse and report information.
- Ability to use financial management system and automated library system advantageous.
- Ability to operate office equipment eg. printers, photocopiers, scanners, facsimile machines.
- Ability to lift and carry light loads.

MANAGEMENT SKILLS

- Efficient and effective planning and use of own time.
- Efficient and effective record keeping skills.
- Ability to use discretion in the handling of sensitive information.
- Proficient problem solving skills.
- Ability to prioritise duties to meet organisational objectives.
- Ability to understand role within the organisational context.
- Ability to assist colleagues by providing training relating to areas of responsibility.

INTERPERSONAL SKILLS

- Oral skills to gain the understanding and cooperation of library customers, library suppliers, communicate with colleagues, disseminating information, exchanging views and resolving problems in an agreeable manner.
- Proficient business writing skills to communicate with customers, colleagues, library suppliers and job applicants relevant to the requirements of position.

- Ability, flexibility and motivation to work positively as a team member contributing to team harmony.

QUALIFICATIONS AND EXPERIENCE

- Business Administration qualification or relevant tertiary qualification with experience in a similar administration role is desirable.
- Experience in the use of the purchasing and receipting functions of a financial management system, ORACLE experience advantageous.
- Customer Service experience.
- Working with Children and Police Check.

KEY SELECTION CRITERIA

- A Business Administration or relevant qualification and relevant experience in a similar administration role is desirable.
- Demonstrated commitment to quality customer service.
- Sound organisational skills with the ability to organise self, plan, organise and determine priorities from a variety of incoming sources, achieving deadlines whilst maintaining a calm demeanour.
- Ability to demonstrate high level of judgement and the ability to produce high quality work under pressure.
- Ability to foster and maintain positive and constructive working relationships with stakeholders
- Understanding of the roles of the public libraries in communities and the role of marketing and events in community building, lifelong learning and literacy development
- High level communication and interpersonal skills including the ability to relate effectively and sensitively with a diverse community.
- Current Victorian Drivers Licence.

ORGANISATIONAL RESPONSIBILITIES

- To contribute to the achievement of the vision, mission and goals through the strategies and actions articulated in the GRLC Reading Ahead Library Plan (2017 – 2021).
- To adopt and model GRLC's values embodied in the service principles articulated in the Library Plan:
 - Intellectual freedom
 - Equity and access
 - Community focus and engagement
 - Innovation
 - Collaboration
 - Workforce support and development
 - Integrity and service excellence
 - Good governance
- To contribute to a creative, flexible and resilient Cultural Development and Community Engagement team.
- To work according to the library's values and service principles through individual and team actions.
- To take reasonable care for your own health and safety and that of others who may be affected by your acts or omissions in our workplace.

ORGANISATIONAL RELATIONSHIPS

Reports to:	Director, Word for Word Festival
Directly supervises:	Not applicable
Internal liaisons:	All staff
External liaisons:	Word for Word Festival presenters and audience Word for Word Festival sponsors Word for Word Festival partner organisations Library users Education sector Community sector External suppliers, contractors and service providers Victorian public library colleagues Member council staff Guests and visitors to GRLC

OTHER RELEVANT INFORMATION

TERMS AND CONDITIONS

- The Word for Word Festival Events Administrator is classified as a Band 4 within the Geelong Regional Library Corporation Enterprise Agreement Number 7 (2017) and the full time salary is currently \$61,790 to \$66,717 plus superannuation.
- Vision Super scheme is the default superannuation fund determined in the Enterprise Agreement.
- Hours of work are according to an agreed roster pursuant to GRLC Enterprise Agreement, Part B, Clause 33.12.3. Early morning, late evenings and weekend work may form part of the agreed operational roster.
- GRLC is a child safe and child friendly organisation committed to ensuring that all children who visit our libraries have the right to feel and be safe. Appointments to positions are subject to successful applicants providing positive Working with Children and Police checks.
- GRLC values equal opportunity and strives to create an inclusive and welcoming work environment that represents the diverse community we service. Aboriginal and Torres Strait Islander People are encouraged to apply.
- We encourage expressions of interest and applications from people with a lived experience of disability, or long term illness or injury and people of all abilities, cultures, age, sex and gender.

SPECIAL CHARACTERISTICS

- In line with operational requirements, work may be rostered at any service location within the Corporation and a component of evening and weekend will be required as part of the normal rostered hours of duty of this position.
- Physical work and manual handling is an intrinsic requirement of working in libraries. This includes standing for significant periods of time, continuous activity that involves movements such as lifting, bending, carrying and pushing.

APPLICATION PROCESS

Applications marked "private and confidential" including a covering letter, curriculum vitae, statement addressing the key selection criteria and two professional referees should be forwarded by email to:

Elise Wilson, People and Payroll Officer jobs@grlc.vic.gov.au

Enquiries: Shane Brown, Coordinator, People 03 4201 0511

Applications Close: 12 July 2020