

## POSITION DESCRIPTION

### 1. POSITION DETAILS

<b>Position Title:</b>	City Conversations Coordinator
<b>Division:</b>	Chief Operations Office
<b>Unit:</b>	Community Relations - City Conversations
<b>Management Level:</b>	Worker

### 2. ORGANISATIONAL RELATIONSHIPS

**Position Title of Supervisor:**

City Conversations Operations Team Leader

**Titles of Positions which report to this position:**

Nil

**Contractors for which this position is responsible:**

None

### 3. PRIMARY PURPOSE OF POSITION

Assist with the delivery of the annual program of City Conversations events including the CityTalks series, Small Business Digital 101 series, Summits, Forums, Community workshops, Roundtables and Briefings to engage businesses, residents and visitors to the city through the provision of opportunities for participation, empowerment and debate.

Assist the Team Leader and Unit Manager in providing engagement opportunities to help develop partnerships and deliver projects and policies necessary to progress the implementation of the Sustainable Sydney 2030 Vision.

To assist the Team Leader in providing innovative engagement opportunities for City stakeholders to contribute to decision making.

### 4. POSITION OBJECTIVES

The major objectives to be achieved by the City Conversations Coordinator are:

- Assist the Team Leader to deliver the annual program of City Conversations events including the CityTalks series, Small Business Digital 101 series, Summits, Forums, Community workshops, Roundtables and Briefings
- Through the provision of engagement opportunities, assist in shaping and developing projects, partnership and policies necessary to progress the development of and implementation of the Sustainable Sydney 2030 Vision

- Develop initiatives which engage key stakeholders to:
  - strengthen new and existing relationships
  - encourage continued broad endorsement of the Vision
  - maintain enthusiasm for implementation of the Vision through partnerships
- Assist the Team Leader and Unit Manager to engage City stakeholders via innovative programs that contribute to decision making
- Develop and meticulously maintain stakeholder databases and ensure invitation, reminder and confirmation communications are built and developed accurately. Ensure communication responses are managed in a timely manner using EventsAIR software
- Provide high level advice to the Team Leader and Unit Manager regarding the delivery of the logistical program and any associated risks
- Assist the City Conversations team in the delivery of the Business Plan
- Be held accountable for working conditions under the control of the position and for detecting any unsafe or unhealthy conditions or behaviour and to take immediate steps to investigate and rectify any risks to health, safety and welfare arising from any activity

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## 5. POSITION ACCOUNTABILITIES

1. Assist the Team Leader in implementing the City Conversations strategy in conjunction with the Manager, Executive and the Office of the Lord Mayor
2. Assist with the implementation of innovative City Conversations programs including the CityTalks series, Small Business Digital 101 series, Summits, Forums, Community workshops, Roundtables and Briefings which engage City stakeholders enabling them to contribute to decision making
3. Build and maintain constructive and purposeful relationships with suppliers, internal staff, contractors and individuals to ensure Council's activities are perceived positively
4. Ensure City Conversations strategies are implemented within designated timeframes. Accurately follow a critical path of key deadline dates to a high standard
5. Provide high level advice to the Team Leader and Unit Manager on issues that affect the delivery of the Business Plan
6. Be first point of contact for logistical and EventsAIR matters for the City Conversations teams programs including the CityTalks series, Small Business Digital 101 series, Summits, Forums, Community workshops, Roundtables and Briefings
7. All databases are accurately managed in Excel and maintained in EventsAIR
8. Ensure invitation systems in EventsAIR are implemented in an accurate, timely and effective manner

9. Liaise with internal and external venues and all other key suppliers
10. Be an effective liaison for coordination of technical support for events and meetings
11. Ensure all event administration is completed in a timely and accurate manner
12. Ensure all procurement activities comply with the City's guidelines and timeframes
13. Ensure compliance to the Council's Procurement Policy is relevant to the City Conversations Program
14. Ensure compliance with legislative industrial and Council policy requirements and standards in the areas of Equal Employment Opportunity, Work, Health and Safety and Rehabilitation and Records Management
15. Comply with and keep abreast of any relevant legislation applicable to the performance of the duties of this position

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## **6. WORK, HEALTH & SAFETY RESPONSIBILITIES**

Workers have an active role to play in the Safety Management System (SMS). Workers have the following responsibility, authority and accountability:

- Working safely so as not to put yourself or others at risk
- Stopping work in circumstances that are deemed an immediate risk to health and safety until a satisfactory solution is agreed/implemented
- Cooperating and complying with safe work method statements, policies and procedures and participating in their development
- Reporting all accident, incidents and hazards to your supervisor immediately and participating in accident/incident investigation and risk management activities
- Attending WHS training
- Complying with the requirements of the City's Return to Work program

A full list of WHS responsibilities and accountabilities are available within the City's SMS document; Responsibility, Authority and Accountability (RAA) Matrix.

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## **7. AUTHORITY TO ACT**

- The incumbent has the authority to take any reasonable steps to ensure that the smooth flow of operations is maintained providing the actions are consistent with the responsibilities of the position and subject to any limitations, corporate policies, procedures or safe work method statements
- All personnel have the power to stop work in circumstances that are deemed an immediate risk to health and safety until a satisfactory resolution is agreed / implemented. Such circumstances may include life threatening situations or those that could result in loss of limb or other significant lost time injury

## 8. ESSENTIAL AND DESIRABLE CRITERIA

### Essential Criteria

- Extensive experience in coordinating end to end events including coordinating technical support for large events and meetings, venue coordination, and coordination of internal and external event suppliers
- Extensive experience in event administration processes including delegate registration, preparing floor plans, managing volunteers and ushers, ticketing and guest services management
- Strong knowledge, practical experience and competency in building, developing and sending electronic invitations, confirmations and reminder communications and managing registrations using Certain Software EventsPro or EventsAIR
- Demonstrated ability to adhere to procurement guidelines and timeframes
- Highly developed computer skills and an understanding of digital technology. Can demonstrate experience using a range of information technology equipment and possesses a high level of competence in all Microsoft programs with an emphasis on Excel and cloud based software
- Effective interpersonal and communication skills are demonstrated by the establishment and maintenance of good working relationships with internal and external stakeholders, community members and individuals
- Ability to work outside of core hours on events when required and to work independently as well as work collaboratively in a team environment
- Ability to think strategically to achieve results through a planned approach across several projects in order to meet deadlines and balance competing priorities and to liaise, negotiate, effectively resolve conflict and reconcile competing interests
- Ability to comply with Council's Procurement, Contract Management and Risk Management policies relevant to the City Conversations program
- Demonstrate a commitment to Equal Employment Opportunity, Work Health and Safety and Cultural Diversity principle