

POSITION DESCRIPTION

Position Number:	AEA
Position Title:	Audience Engagement Assistant
Division:	People, Place and Liveability
Classification:	Level 3 Year 1 - Level 3 Year 4
Status:	Part Time – Fixed Term (5 Year Contract)
Hours:	38 Hours Per Fortnight
Reports To:	Audience Development Lead






Position Objectives

This role supports the Audience Development Lead to build and engage audiences with the Riddoch's exhibitions, programming and philanthropic activities. This role requires excellent oral and written communication, administration and customer service skills. The Engagement Officer will assist with planning and preparation for events and programming for a diverse range of audiences.

Key Result Areas

1. Administrative support and communications.
2. Programming and event preparation and delivery.
3. Customer service support.
4. Evaluation and reporting.
5. Teamwork and collaboration.

Void without CEO approval:

REVIEWED: Manager		06/03/2025
REVIEWED: General Manager		06/03/2025
APPROVED: Chief Executive Officer		07/03/2025



Key Duties & Responsibilities

1. Administrative Support and Communications

- Perform a range of administrative support tasks including drafting letters, website and EDM copy, social media posts and reports.
- Maintain audience database with accurate information.
- Create social media content through taking photographs and creating reels.

2. Programming and Event Preparation and Delivery

- Assist the Public Programs Officer and Audience Development Coordinator to deliver public programs, workshops and events.
- Assist with preparation and conclusion of event operations.
- Provide administrative support such as writing project briefs and conducting risk assessments for events and public programs.

3. Customer Service Support

- Assist in the provision of advice and information to the public.
- Support front of house operations as required.

4. Evaluation and Reporting

- Assist in implementing a framework for reporting on events, programs, exhibitions and marketing campaigns.
- Collect and analyse reporting data for the Audience Engagement team.
- Support senior staff in preparing materials for funding applications, acquittals and Council reports.

5. Teamwork and Collaboration

- Consistently and actively collaborate, positively engage with change management and support effective working relationships with all Council staff.
- Participate in training, development and improvement opportunities and programs.
- Work closely with the curatorial and engagement teams to produce cohesive, meaningful and original programming outcomes.
- Support internal and external stakeholder relationships through professional representation of the Riddoch.

6. Other Duties

- This position maybe required to perform any duties included within the position classification (and at lower classifications where necessary) as specified by the South Australian Municipal Salaried Officers Award, general officer classification criteria and which the incumbent has the necessary professional and technical skills.

7. Adhere to City of Mount Gambier General Conditions of Employment

- Undertake other related duties as required for the effective and efficient operation within the scope of this position.
- Follow defined work health and safety legislation, policies and procedures related to the work being undertaken in order to ensure own safety and that of others in the



workplace.

- Follow defined information management practices, policies and procedures for all records created and received.
- Be responsible for and actively involved in identifying and managing risk in day to day activities and projects.
- Follow all defined organisational systems, policies and procedures related to the work being undertaken.
- Demonstrate and adhere to the principles of conduct and standards of behavior as defined within the Code of Conduct – Behavioural Expectations of City of Mount Gambier's Staff Members.
- Demonstrate and uphold the organisation's Values (Lead, Connect, Deliver) that define the standards that guide our behaviours and commitment in working to accomplish the vision and mission.
- Embrace and support the organisation's customer service charter.



Key Competencies & Selection Criteria

Inherent Essential License/s, Clearances and Checks

- A satisfactory pre-employment medical examination.
- Current satisfactory National Police Certificate.
- Current satisfactory Working with Children Check (WWCC).
- Current and valid Driver's Licence CLASS C.
- Responsible Service of Alcohol.

Essential

- Proven attention to detail and accurate data entry.
- Outstanding written and oral communication skills.
- Experience in report writing, particularly in efficiently providing accurate information for a range of stakeholders.
- Demonstrated research skills and attention to detail in the maintenance of accurate records along with the ability to meet deadlines.
- Excellent organisational skills, initiative, problem solving skills and the ability to work well in a team.
- Engagement with visual arts, museum and gallery trends, particularly in online engagement and social media.

Desirable

- Photography experience.
- Experience live streaming events and programs.
- Social media and marketing experience.



Occupant: VACANT

Date Appointed:

I have read and understood the key result areas, duties, and responsibilities of this position as described above.

Acknowledged by Occupant: _____ / _____ / _____
Signature date

