



Position Description

Team Leader Events and Activation

Position Description

Team Leader Events and Activation

Directorate:	Community & Development	Group:	Community Connections
Position No:	CB0612	Classification:	Level 6
Position Status:	Full-time	Location:	Civic Centre / Community Venues
Responsible to:	Community Development and Venues Manager		
Direct Reports:	3.9 FTE	Last Reviewed:	November 2025

Position Overview

The Team Leader Events and Activation is responsible for leading programs, events and partnerships that enhance the city's economic, cultural, social, and recreational outcomes, making the City of Burnside a vibrant and connected community. Aligning to Council's Strategic Community Plan, this role is responsible for increasing the activation of place and space through appropriate programming, events and services across multiple council assets. The position requires a collaborative approach to forge and enhance strategic partnerships within the community, advocating for a wide range of community stakeholders.

The role will manage the community centres, community arts and event staff and will work collaboratively with staff and teams across the organisation. The position will work with considerable autonomy and utilise a high level of interpersonal skills in frequent dealings with the community and other stakeholders.

Specific Position Requirements

- Some out of hours work may be required to meet the requirement of the role as approved by your line manager.
- An unencumbered South Australian Drivers Licence is required.
- Be flexible and adaptable to various work locations and varying conditions.
- Background Checks are required relevant to the position.



Our Values



Our Values guide us towards being a stronger, innovative and effective organisation with a positive and great work environment for everyone.

Honesty & Integrity

We do the right thing - We conduct business in a truthful, ethical and transparent way while providing fair and morally sound opportunities, services and initiatives for our people and community.

Empowerment

We are supported to achieve – we are encouraged to be brave, take risks and think outside the box in order to grow, learn and deliver outstanding service. We are accountable and have ownership of our work and are trusted to do our job well.

Respect

We are courteous and professional – We celebrate diversity, practise open and authentic communication and address our challenges with an open and empathetic approach.

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We are unified - We work collaboratively towards common goals and support and build our people to function as an inclusive and constructive team.

Extent of Authority & Delegations

Authorisations and delegations are in accordance with the appropriate Acts, Regulations, Council Guidelines and the Council's Register of Authorisations and Delegations.

Key Responsibilities

- Manage and coordinate the strategic delivery of council's community centres, Pepper Street Art Centre and a variety of events, festivals, and activations across the City.
- Lead strategic projects to enhance the activation of Council's assets.
- Oversee the development, implementation, monitoring and review of the ongoing operations of Council's community centres and art centre.
- Oversee the development, delivery and monitoring of a range of community centres, events, projects, initiatives and services.
- Build working relationships with local businesses, community organisations and recreational groups to develop partnerships that enhance the delivery of events, programs and activities for the community.
- Establish, coordinate and review effective community partnerships and sponsorships which support various council objectives.
- Apply a high level of interpersonal skills to collaborate and resolve issues with internal and external stakeholders, including hirers, residents, community groups, sporting clubs, and schools.
- Partner with internal and external stakeholders to support the City's economic development through events and sponsorship, enhancing the visitor experience.
- Develop policies and protocols that adapt to new and changing business requirements.

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- Develop project plans and lead the delivery of project objectives and milestones.
- Research, negotiate and introduce new funding opportunities to support ongoing provision of community centres and events activities.
- Work with internal teams to ensure community stakeholders are engaged and informed regarding opportunities for collaboration.
- Conduct research and analysis relating to industry trends, innovative, leading practice and current and future local community needs to identify service gaps, inform strategies, projects and planning.
- Manage, promote and actively participate in targeted community engagement that informs the development of community strategies and plans.
- Assist the Community Development and Venues Manager to increase Council's revenue base via the sourcing of income and grant funding in order to broaden the breadth and depth of services offered to the community through community centres services and events.
- Foster a team culture within community centres and events and across the Community Connections department by recognising and promoting that customer service is a primary role for all team members.
- Prepare reports for Council with recommendations as required ensuring reports and proposals are reliable and of a high standard.
- Assist the Community Development and Venues Manager by providing leadership, specialist advice and support across functional groups within Council.
- Establish and maintain regional networks and dialogue with key community service and local government providers, funding bodies and other stakeholders to improve service outcomes.
- Investigate and facilitate opportunities for collaboration and partnerships which will support planning and service reform.
- Liaise with the Volunteer Programs Coordinator regarding the recruitment of new volunteers, induction and training requirements and ensure appropriate accreditation and licences are maintained.
- Celebrate and recognise the valued contribution volunteers make to Council's services and the community.
- You may be required to carry out other duties as directed which are reasonable and lawful.

Leadership

- Lead the Community Centres and Events team to plan and deliver key projects, programs, events and services which meet Council's strategic objectives.
- Provide ongoing supervision, coaching, support and constructive feedback to address individual and team capability gaps and grow potential.
- Monitor and optimise team efficiency, productivity, satisfaction and morale.
- Responsible for managing employee performance and conducting performance evaluations (PDR), adherence to policies and protocols, work attendance and undertake recruitment activities as required.
- Respond to escalated customer service queries and complaints in a solutions focussed, appropriate and timely manner.
- Provide advice to various stakeholders in area of responsibility.
- Lead by example, inspiring the team to think outside the box and be innovative and industry-leading in their approach.
- Ensure employees maintain knowledge bases and procedures and facilitate training and upskilling across the team.
- Think as one organisation and One Team.
- Keeping abreast of current and emerging issues and best practice relevant to the field.
- Ensure a high quality, cost effective service to ratepayers.

Customer Experience

- Actively deliver an innovative customer service experience that is effortless, delivered with care and exceeds our customers' expectations.

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- Provide prompt, efficient and equitable service to all customers.
- Positively represent Council when engaging with all customers demonstrating our Values.
- Develop and maintain positive, professional working relationships, while building opportunities for collaboration.



Financial Sustainability/Budget

- Adhere to procurement guidelines and delegated financial limits for purchasing goods and services.
- Develop and manage budgets consistent with business plans and agreed outcomes.
- Identifying and developing funding submissions that address identified community needs and attract additional resources to build opportunities for Council.

Council Policies, Protocols, Procedures and relevant Legislation

- Understand and comply with Council Policies, Protocols (including Council's Employee Conduct Protocol), procedures and the relevant legislative requirements.
- Maintain an efficient, effective and transparent Council by creating and capturing official records according to relevant legislation, policies and procedures.
- Maintain knowledge bases and procedures to facilitate training and upskilling within your team.
- Comply with guidelines outlined in Council's IT Acceptable Use and Security Protocol.
- Maintain a working understanding of and follow Council's cyber security controls.
- Maintain knowledge bases and procedures to facilitate training and upskilling within your team.
- Support and demonstrate the principles and activities outlined in Council's Equal Opportunity and Diversity Protocol.
- Adhere to the Safe Environments Protocol and any associated procedures to promote a safe and supportive Council environment.

Risk Management (including Work Health, Safety & Wellbeing)

- Contribute to a culture where everyone places safety first.
- Take reasonable care to ensure their own health and safety and not place others at risk by any act or omission.
- Understand and comply with WHS policies, protocols and procedures, including reasonable instructions provided by the line manager, implemented to protect the health and safety of workers at the workplace including the public.
- Identify and report hazards, accidents, near misses, injuries and property damage at the workplace using the systems and/or documentation for such reporting.
- Ensure that any tools, equipment or protective clothing is well maintained and used correctly in line with safety procedures.
- Be medically fit and physically capable of meeting the requirements of the position.
- Ensure you are not affected by alcohol or drugs to endanger yourself or others.
- Comply with injury management policies, protocols and procedures and participate in the RTW process if injured at work as set out in the *Return to Work Act 2014*.



As a Leader, you are required to:

- Provide leadership in the implementation of Council's WHS Management System within the team/department.
- Ensure work related injuries are reported to the WHS & Risk Management Coordinator as soon as reasonably practicable.

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- Investigate or coordinate the investigation of hazards and incidents within the team/department to identify reasonably practicable control measures.
- Actively participate and encourage preventative WHS strategies, audits, team meeting discussions and training and support WHS as practicable.
- Assist in the early return to work strategies and participate and support injured workers in the return to work process.
- Consider WHS and risk management in recommendations made to the Leadership team and Council.

Learning & Development

- A commitment to ongoing professional development and continuous learning.
- Pro-actively participate in the Performance Development Review (PDR) process that includes planning work priorities, monitoring progress against those goals and opportunity to provide suggestions on how individual abilities can be expanded as they relate to the role.
- Attendance at conferences, seminars, workshops and other relevant training activities to maintain an awareness of trends of current and relevant topics.
- Ability to share information and expertise freely through the mentoring and/or general supervision of others (incl. Volunteers and Work Experience) as appropriate.
- Facilitate ongoing professional development for direct reports.



Person Specifications

Capabilities and Behaviour

- Demonstrate our Values in all day-to-day activities, functions and communications.
- Ability to develop and maintain positive working relationships with various stakeholders and work collaboratively with other departments.
- Ability to apply creative and innovative thinking in developing solutions and outcomes.
- Ability to work within a team environment to utilise the diverse experience and skills on offer to deliver an effective output.
- Strong delivery and customer service focus with the ability to manage diverse groups and stakeholders.
- Maintain confidentiality with relevant information.
- Show commitment to completing assigned work activities and work goals.
- Step in to help others in the team when workloads are high.
- Keep the team and supervisor informed of work tasks.
- Take the initiative to progress and deliver own and team work.
- Community minded, approachable and engaging.
- Digital Technology proficiency – ability to use the essential technology, electronic tools, devices and systems required for the role, or ability or willingness to learn.
- Demonstrated ability to operate autonomously, exercise initiative and apply sound professional judgement.

Knowledge and Skills

- Leading a team to delivery quality outcomes and high level of service.
- Strong customer service focus with demonstrated ability to collaborate with and manage diverse groups and internal and external stakeholders.
- Skilled in managing multiuse recreation and community centres with a sound understanding of community centre management principles.
- Strategic mindset in relation to community activation, programming and service delivery.
- Ability to design, plan and manage major events within a local community context.
- Demonstrated ability to plan, schedule and manage projects to deliver the desired outcomes, including contractor management.

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- A strong understanding of community development principles and how to facilitate new programs and services which are evidence based.
- Demonstrated research, analytical and problem-solving skills involving the identification of problems, analysis of information, formulation of workable solutions, and the recommendation of appropriate solutions.
- Strong leadership skills to provide direction, motivation and support to team members ensuring they meet role expectations and maintain performance standards.
- Ability to identify and analyse strategic issues and make decisions, having regard to political influences, and organisational policies and practices.
- Budget monitoring and financial management.
- Comprehensive knowledge of council's operations and local government functions and services in general.
- High level of interpersonal skills to resolve issues, negotiate agreements and contracts.
- Excellent time management with the flexibility to adapt to changing priorities and environments.
- Excellent written communication skills, including the ability to prepare clear and succinct reports, discussion papers and project briefs.

Experience and Qualifications

- Relevant qualifications and/or demonstrated equivalent experience in accordance with requirements of the position description.
- Demonstrated leadership experience.
- Demonstrated experience in the development, management, delivery and evaluation of community venues, events, programs and services.
- Prior experience in managing or coordinating major events is desirable.
- Demonstrated experience to formulate policies and protocols.
- Previous experience within Local Government.

Acknowledgement & Agreement

I have read and understand the requirements and expectations of this position description. I agree that I have the medical capacity to fulfil the inherent requirements of the position and accept my role in fulfilling the Corporate Values and Key Responsibilities. The City of Burnside may amend responsibilities to meet business and operational requirements as positions develop over time. I understand that the information and statements in this position description are intended to reflect a general overview of the responsibilities and are not to be interpreted as being all-inclusive.

**** Electronic Offer**** By accepting your letter of offer electronically, you accept the Position Description referenced in your offer.

Employee Name: _____

Employee Signature: _____ Date

Group Manager Name: _____

Group Manager Signature: _____ Date