

Position Description



GREAT OCEAN ROAD
COAST & PARKS AUTHORITY

Position title:	Events and Permits Officer
Classification:	Level 5
Status:	Permanent, Part Time (0.4 FTE)
Location:	Torquay, Victoria
Approved:	Director Community, Corporate Affairs & Visitor Economy – Dec 2024

About the Great Ocean Road Coast and Parks Authority

The Great Ocean Road Coast and Parks Authority (the Authority) was established on 1 December 2020 to deliver better protection and management of the iconic coast and parks of Victoria's Great Ocean Road.

In partnership with Traditional Owners, our role is to manage, protect, rehabilitate and foster resilience of the natural, cultural and heritage values of coastal Crown land and marine waters along the Great Ocean Road.

As a public land manager for the Great Ocean Road coast and parks, we manage a wide variety of public land from National Parks to coastal beaches to town foreshores. We also lead visitation policy and planning for the scenic landscapes along the Great Ocean Road to manage visitation and provide a great visitor experience.

All revenue raised through our commercial endeavours is reinvested into the coast to ensure the Great Ocean Road region can be enjoyed now and for generations to come.

About the Commercial and Visitor Economy Team

The Commercial and Visitor Economy Team are responsible for the management and growth of revenue generating work streams within the authority.

A portion of the Authority income comes from issuing leases, licences and permits for various commercial and one-off activities and events along the coast.

New revenue streams associated to User-fees are being developed and will be implemented as the associated regulations are passed in parliament and the Commercial and Visitor Economy Team continues to explore other revenue creating opportunities to support our self-funded operating model.

Purpose of the position

The Authority has responsibilities and obligations under the *Crown Land (Reserves) Act 1978* and the *Great Ocean Road Environs Protection Act 2020* to actively manage use of the land it holds responsibly for. This includes managing a system of issuing permits for land use, including for the purpose of public events.

The purpose of this position is to manage events and other activity permits issued by the Authority, fostering strong relationships with stakeholders and maintaining a high level of customer satisfaction.

The position will ensure positive customer experiences, supporting facilitation of Crown land under the management of the Authority as identified in the *Crown Land Utilisation Strategy*.

Primary responsibilities

- Manage enquiries and correspondence regarding permits via formal channels and delegate as required.
- Manage end to end processing of permit requests, maintaining calendars, issuing invoices and managing booking systems. Maintain standardised event and other permit procedures.
- Ensure that all permitted community events held on Authority managed land are safe, and consistent in meeting Authority goals, including achieving the Business Plan vision.
- Ensure permit holders comply with the Occupational Health Safety requirements of the Authority as detailed in relevant policies and procedures.
- Review all permit applications and determine that all terms of the agreement have been met, before issuing final permits. This may include negotiating special requests including amenity increases, traffic control, security arrangements, etc. as required.
- Assess required permit documents such as risk management plans, event management plan etc and determine if satisfactory
- Arrange requested internal support from event organisers
- Coordinate with vendors, exhibitors, and stakeholders during community event planning.
- Manage community relationships by providing customer service, education, and information to community stakeholders on the procedures relating to regulations and permits.
- Coordinate regular event meetings with internal stakeholders.
- Review event performance and recommend future improvements as required.
- Make recommendations for policy updates for the permitting of Authority facilities and spaces.

- Convey permit, reservation, and special event information as necessary to internal Authority partners and the public in a clear and concise manner.

Key selection criteria

Qualifications and experience:

- Diploma level qualification relevant to commercial operations, business administration, event management
- Minimum 2 years' experience in administration-based customer service, ideally in government
- Experience collaborating with community groups and volunteers
- Experience working with Crown Land Legislation and Regulations

Knowledge and skills

- Excellent communication skills, including an ability to communicate with people from a broad range of backgrounds.
- Strong interpersonal people skills, with the ability to foster and maintain effective relationships with both internal and external stakeholders.
- Ability to interpret and follow guidelines including Authority ordinances, departmental policies and procedures, regulations governing the use of specific facilities and special use permit processes and regulations.
- Ability to manage workload with demonstrable time management skills working to deadlines.
- Strong organisational skills with an attention to detail particularly relating to permits, reservations, and other legal documents.
- Knowledge of government processes including occupational health and safety requirements, with a demonstrated commitment to best practice safety culture.

Terms and conditions of employment

Appointment to this position is subject to the successful applicant being able to:

- Provide a National Police Check Certificate
- Obtain a Working with Children Certificate
- Provide evidence of Australian Work Rights
- Hold a current Australian Driver's Licence.

Organisational relationships

Reports to: Leases, Licences and Permits Coordinator
 Direct reports: Nil
 Internal liaisons: All Great Ocean Road Coast and Parks Authority departments
 External liaisons: Community, agencies and government stakeholders.