



Position Details

Position title:	Accreditation and Safety Manager – St Kilda Festival
Award Classification:	Band 6
Department:	Community Wellbeing
Division:	Community Services and Culture
Date Approved:	September 2026
Approved By:	General Manager Community Services

Organisational Relationships:

Reports To:	St Kilda Festival Production Manager
Supervises:	Relevant Festival Coordinators, Casual Staff, volunteers and suppliers
Internal Stakeholders:	Council Employees and Managers, Executive Team and Councillors
External Stakeholders:	Residents, members of the public, government representatives, clients, suppliers and consultants. St Kilda Festival bands, artists, activities, sponsors, suppliers, contractors, itinerant traders, permanent traders, residents and businesses

Position Objectives

- Manage accreditation access and parking for all Festival participants, including staff, performers, event participants, contractors, sponsors, suppliers and traders
- Manage access accreditation and parking permits where required for residencies and businesses within or impacted by the Festival precincts
- Maintain appropriate data and record keeping for accreditation including tracking of all accreditation issued
- Supervise any coordinator roles that are engaged within the Accreditation and Event Registration department.

Key Responsibilities and Duties

- Liaise with all Festival participants, stakeholders and suppliers regarding their accreditation and access/parking needs
- Liaise with local residents and traders regarding their accreditation and access/parking needs
- Ensure accreditation is issued to all parties requiring access, including Festival staff
- Operate as the main point of contact for all event participants, residents and local businesses with regard to accessing the Festival precinct or road closure area, including enquiries, complaints and problem solving
- Manage and coordinate accreditation checks and access control in conjunction with Festival security suppliers
- Other duties as mutually agreed

Accountability and Extent of Authority

- Supervision of relevant Coordinator roles and casual accreditation staff and volunteers.
- Ensure compliance with CoPP policies, as directed by the Festivals Producer and Production Manager
- Responsible for operational liaison with Festival participants and local residents and businesses

Judgement and Decision Making

- Judgement and ability to provide accurate and appropriate information and advice suitable to the varied needs of service users and the public in relation to the St Kilda Festival
- Application of established skills and experience for problem solving related to operational and production related matters.
- Required to make decisions on day-to-day basis under broad direction with guidance and advice usually available.



Specialist Skills and Knowledge

- Demonstrated professional experience in event access, accreditation and ticketing
- Understanding of the underlying principles of customer service, and ability to operate with a high volume of enquiries
- Ability to meet short deadlines and maintain high level of work standards.
- Strong communication skills to be able to liaise with stakeholders and the public at all levels.

Management Skills

- Ability to manage own time, plan and organise own and / or others work and / or resources at an advanced level.
- Ability to prioritise and effectively manage time (and staff), particularly in times of high stress.
- Ability to communicate policies and procedures to production staff under supervision, including but not limited to, Occupational Health and Safety policies, procedures and techniques.

Interpersonal Skills

- Ability to liaise with Council officers, event staff and the public at all levels, including negotiation and gaining co-operation.
- Ability to work effectively both under supervision as well as achieve results with a minimal level of supervision.
- High level written and oral communication skills.

Qualifications and Experience

Academic:

- Relevant tertiary qualifications with some relevant experience or lesser qualifications with substantial experience in events and/or festival management.
- Current Certification in 'Provide First Aid' highly desirable.

Experience:

- Demonstrable experience in similar roles on major events
- Working on major events in a Government environment

•



Child-Safe Standards

- Maintain a child safe culture at City of Port Phillip by understanding and activating your role in preventing, detecting, responding and reporting suspicions of child abuse to the relevant authorities by adhering to relevant City of Port Phillip policies and relevant legislation.

Occupational Health and Safety Responsibilities

- All employees of City of Port Phillip are responsible for maintaining and ensuring the OHS programs in their designated workplace as required by the Occupational Health and Safety Act 2004. Where applicable this includes taking every reasonably practicable step to ensure the health and safety of employees, contractors, visitors, and members of the public through identifying hazards, assessing risk, and developing effective controls within the area of responsibility and by adhering to relevant City of Port Phillip policies and legislation. Our leaders are responsible for championing and enhancing safety in our organisation.

Diversity and Equal Employment Opportunity

- The City of Port Phillip welcomes people from diverse backgrounds and experiences, including Aboriginal and Torres Strait Islander peoples, people from culturally and linguistically diverse (CALD) backgrounds, LGBTIQ+, people with disability, as diversity and inclusion drives our success. Our leaders are responsible for championing and enhancing diversity and inclusion in our Organisation and City.

Security Requirements and Professional Obligations

Pre-employment screening will apply to all appointments.

Prior to a formal letter of offer, preferred applicants will be asked to provide:

- Evidence of mandatory qualifications/registrations/licences,
- Sufficient proof of their right to work in Australia
- Sufficient proof of their identity.
- Complete a National Police Check completed **via** City of Port Phillip's Provider.
- Evidence of a Working with Children Check (*employee type with City of Port Phillip registered as the organisation*).



Key Selection Criteria

- Working knowledge and experience in accreditation and access in a major events setting
- Experience working with the administration of ticketing (Event registration) systems and associated event day operations.
- Experience in quality customer service in a high-volume environment. Resilience and ability to work effectively under pressure.
- Experience in planning and project management as well as high volume data entry and tracking.
- Highly developed communication skills and the ability to liaise with a diverse range of stakeholders at all levels.
- Proficiency in Microsoft Office Suite including mail merge and Excel

City of Port Phillip celebrates a vibrant and diverse work environment and community, which includes people of Aboriginal and/or Torres Strait Islander background, people of diverse sexual orientation and gender, people from culturally and linguistically diverse backgrounds and people of varied age, health, disability, socio-economic status, faith and spirituality. Employees are able to develop both professionally and personally whilst planning and delivering a range of important services and programs to the community.