

# Position description

## Supervisor Community Facilities Caretakers

### Summary information

|                  |                                  |                |                      |
|------------------|----------------------------------|----------------|----------------------|
| Section          | Community Development            | Directorate    | City Living          |
| Position grade   | Grade 12                         | Position type  | Permanent, Full Time |
| Skill descriptor | Band 2 level 3                   | Direct reports | Yes                  |
| Reports to       | Coordinator Community Facilities | Release limit  | \$10,000             |
| Approval limit   | \$10,000                         | BCC number(s)  | BCC1926              |
| Created/reviewed | February 2024                    |                |                      |

### Our Values

#### TEAMWORK



#### CUSTOMER FOCUSED



#### INNOVATION



#### COMMITMENT TO SAFETY



Our aspiration to be the best council in Australia is reflected in our workplace values of Teamwork, Customer Focused, Innovation and Commitment to Safety. These values define who we are, what we do and how we do it. They are the basis of our culture, and influence the way we work with each other - and the way we serve our community.

It is our responsibility to apply and conduct ourselves in alignment with our corporate values. Collectively we can create a value-based organisation.

**Leadership is critical to all positions at Council.**

Leaders are responsible for providing direction and positive feedback to achieve business, operational and overall team performance objectives. They are responsible for enabling the success of their teams, and for ensuring their team can achieve all performance metrics whilst keeping each individual team member accountable. Our leaders are required to lead by example and provide coaching and support to enable their team's success.

Individual team members should engage positively with their leader to set and achieve business and operational objectives. They are responsible for taking ownership of their performance metrics to ensure they can achieve all their objectives.

## 1 Position purpose

- Provide supervision and coordination of Community facilities caretakers to ensure community facilities are well utilised, maintained and operated, that appropriate access is provided to facilities; and that routine and non-routine maintenance and inspections are conducted to maintain or improve asset conditions. Contribute to operational and strategic planning for the community facilities service.
- Act in accordance with the NSW *Work Health Safety Act 2011*, Work Health Safety Regulation 2017 and the Work Health and Safety (WHS) System.

## 2 Qualifications and experience

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### Essential

- A relevant tertiary qualification plus sound experience in a similar role including customer service, asset management or maintenance
- Sound staff supervision experience.
- Ability to work within a team environment and with minimal supervision.
- Ability to coordinate logistics and operations across multiple locations with multiple staff and stakeholders.
- Experience and willingness to perform manual tasks involving lifting, pushing, pulling and cleaning.
- Computer literate in office applications and the ability to quickly learn corporate applications.
- Current class C driver's licence.

### Desirable

- Current Senior First Aid Certificate or other WH&S related certificates.

## 3 Authority

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The incumbent has the authority to take any reasonable action that is consistent with the responsibilities of the position and to ensure the safe and efficient undertaking of work activities.

The incumbent's authority is subject to any limitation imposed by the management team, organisational policies, procedures and work instructions.

## 4 Key accountabilities

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### Position specific

- Ensure effective and efficient coordination of caretakers and operations across all community facilities.
- Ensure high standard of customer service to users of community facilities.
- Ensure facility, fixtures and equipment are well maintained.
- Ensure a clean, safe and healthy environment.
- Deliver position responsible actions within the Community section business plan.
- Comply with Council requirements relating to staff supervision and performance management.
- Perform duties relevant to the position efficiently and effectively.
- Promote Council as an efficient and helpful organisation to the community.
- Contribute to Community section business plans and continuous quality improvement.
- If this role is identified as a position which undertakes coordination of volunteer programs as well as the supervision of volunteers when they are on site (not including work experience placements) you will be required to:
  - familiarise yourself with our Volunteers policy and standards
  - implement the policy and follow this managing volunteers standard in a consistent and fair manner
  - undertake training needed to effectively coordinate volunteers
  - allocate sufficient time to volunteer coordination.

### Work health and safety (WHS)

- Implement, monitor and, or comply with councils WHS Management System, including but not limited to WHS Policies, Standard Operating Procedures, Risk Assessments/Work Instructions and associated system tools in their relevant work area.
- Adequately familiarise themselves with their WHS responsibilities and actively fulfill these as indicated in the WHS Responsibilities guideline WHS001.
- If this role is identified as a position with 'Chain of Responsibility' requirements, as defined by the *Heavy Vehicle National Law* (HVNL) and Regulations, you will, as far as reasonably practicable, ensure the safety of the vehicles transport activities. This is not limited to preventing breaches of mass, dimension, load, speed and fatigue laws and regulations.
- If this role is identified as a position which undertakes child-related work, as defined by the *Child Protection (Working With Children) Act 2012*, the *Child Protection (Working With Children) Regulation 2013* and the Office of the Children's Guardian, you will be required to maintain a current and valid Working with Children Check number, renewable every 5 years. In the event that there is any change to your Working with Children certificate clearance, you are obliged to report this to your Manager immediately
- WHS001 - Matrix is attached.

### Corporate

- To commit to and embrace the objectives of our community strategic plan, Our Blacktown 2041, by contributing to the delivery of our corporate objectives and strategic vision.

### Equal employment opportunity (EEO)

- Demonstrate appropriate knowledge of, and commitment to, EEO principles and anti-discrimination law in the workplace.

### Environmental sustainability

- Act in line with the NSW *Protection of the Environment Operations Act 1997*, the NSW *Local Government Act 1993* and seek to conserve and enhance our local environment, in consideration of Council's environmental sustainability policy through our work practices, programs and services.

## 5 Duties

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- Provide supervision and oversight to the rostering and work of caretakers.
- Monitor and evaluate community facilities service and operations.
- Participate in recruitment of Community Facilities Caretakers.
- Oversee training and development of Facilities Caretakers.
- Monitor and maintain a high quality and standard of functionality, presentation and amenity in all community facilities.
- Monitor customer feedback and recommend areas of service enhancement.
- Action WH&S compliance reports arising from inspections, safe work method statements, corrective actions, hazard reporting or any other mechanism.
- Contribute to strategic and operational planning of the community facilities service.
- Be alert to and respond to emerging hazards in coordination with the Coordinator Community Facilities and staff.
- Support caretakers with problem solving and decision making.

- Maintain a record of facility inspections and monitor progress of work orders.
- Recommend furniture and equipment upgrades and replacement as required.
- Assist with (and problem solve where required) customer service and complaints.
- Liaise with Council maintenance staff and external contractors as required.
- The management of volunteers if required by the role.
- Other duties as directed consistent with the operations of Council.

## 6 Performance criteria

As per Council's performance management system.

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Individual team members should engage positively with their leader to set and achieve business and operational objectives. They are responsible for taking ownership of their performance metrics to ensure they can achieve all their objectives.

### Acknowledgement and agreement

|                   |                  |  |             |
|-------------------|------------------|--|-------------|
| <b>Employee</b>   | <b>Name</b>      |  |             |
|                   | <b>Signature</b> |  | <b>Date</b> |
| <b>Supervisor</b> | <b>Name</b>      |  |             |
|                   | <b>Signature</b> |  | <b>Date</b> |