

Position Description: **Bookings and Community Centres Officer**

POSITION DETAILS

Position grade	Grade 8		
Position type	Various		
Reports to	Bookings and Community Centres Coordinator		
Department	Customer Experience and Technology		
Job function group	Corporate Support		
Staff reporting responsibilities	Nil	Budget responsibility	Nil

Our purpose is to provide valuable services that strengthen and support the Cumberland Community. Decisions, actions and behaviours are governed by our Code of Conduct and Values and the delivery of our services is aligned to the commitments outlined in our Community Strategic Plan, Delivery Plan and Operational Plan. All employees have an accountability to ensure work and conduct is aligned to these.

This position is responsible for the day to day booking management of the Council's community building facilities, council manages recreational facilities and other facilities as required. The duties of the position including the provision of information to internal and external stakeholders regarding council's facilities and assisting with any issues that may arise.

QUALIFICATIONS AND EXPERIENCE

Essential

- Experience in office or facility administration or other relevant area
- Current Working with Children Check (or ability to obtain)
- First Aid Certificate (or ability to obtain)
- Proven computer skills and knowledge of Microsoft Office Suite e.g. Word, Excel, and preferably Publisher and PowerPoint
- Ability to efficiently write and produce accurate reports, correspondence and documents
- Experience in a busy customer service environment
- Proven communication (oral and written) skills, including preparation of written responses to enquiries where required
- Ability to operate an electronic booking system and keep accurate records
- Highly developed problem solving skills
- Ability to meet targets/KPIs and competing deadlines

- Ability to work in a team environment
- Highly developed organisational and time management skills.

Desirable

- Previous Local Government experience
- Eligible to undertake duties as a Justice of the Peace.

EMPLOYMENT SCREENING CHECKS

- ☐ Qualification/s verification
- ☐ Working With Children Check

DUTIES AND RESPONSIBILITIES

- Administer facility bookings (including invoicing, refunds or adjustments, fee waivers and the release of bonds) and process facility hire fees in accordance with Council's policy
- Receive and respond to customer (internal and external) enquiries regarding Council's facilities, community parks, whilts maintaining a high level of customer service
- Inspection of Facilities so hirers strictly adhered to as declared on the hire application form and also reporting Maintenance issues
- Manage Community Facilities, Community parks, Community events and wedding bookings for regular and casual users
- Preparation and production of reports, correspondence and documents
- Maintaining current knowledge of the Council's products, services and activities
- Working flexibly within a team environment, including coaching and assisting less experienced staff
- Maintaining and enhancing the Council's corporate image in accordance with Council's values
- Attend work fit for duty and well presented
- Participating in regular team meetings including identifying and rectifying procedural problems.

YOUR CORPORATE ACCOUNTABILITES

Work Health and Safety (WHS)

- In accordance with Council's Work Health and Safety Statement, all employees have a responsibility to take reasonable care of their own health and safety, and that of others. To meet this commitment, all levels of management shall be held responsible for ensuring all staff are aware of and have sited this statement.
- Implement, monitor and, or comply with Council's WHS Management System, including but not limited to Safe Work Method Statements, Safe Work Procedures, WHS Policies/Statements, Standard Operating Procedures, Risk Assessments/Work Instructions and associated system tools in their relevant work area
- Comply with any reasonable instructions from Council's Managers in compliance with the WHS Roles and Responsibilities Procedure
- Wear all personal protective equipment (PPE) applicable to this position and comply with Councils Personal Protective Equipment Procedure
- Comply with Council's COVID-19 Vaccination Procedure throughout employment with Council



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to succeed



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in our approach



We are **progressive**
in our outlook

- The Executive Managers, Managers, Coordinators and Team Leaders are responsible, and will be held accountable, for ensuring WHS policies and programs are effectively implemented within their areas of control, to support all under their immediate control and hold them accountable for their specific responsibilities.

Child Safe Organisation

- Council fully supports the aims and objectives of NSW Child Protection Legislation and associated provisions, and will implement all necessary measures to ensure a safe and supportive Council environment, which endeavours to promote child safe, child friendly practices.
- If this position is designated as child-related as defined by the Office of the Children's Guardian, you will be required to hold a valid Working with Children Check (WWCC) if over the age of 18. It is an offence under the NSW legislation for barred workers to apply for or otherwise attempt to obtain, undertake or remain in child-related employment.
- If this position is not currently designated as child related, Council may review this at any time and choose to amend the position to be designated as child related. Employees will be duly notified if this was to occur.

Fraud and Corruption Prevention

- Council constantly strives to improve our practices to ensure we uphold the highest ethical standards. Council has a zero tolerance approach to any fraud and corruption, and all staff are required to participate in and support fraud and corruption control initiatives. All officers must report any potential fraud or corruption misconduct to their Manager, Director, or Council's Internal Ombudsman in the first instance, who is obliged to inform the General Manager. Council also has a Public Interest Disclosures Policy which you should review, outlining that Council will consider each report and make every attempt to protect the staff member making the report from any form of reprisal.
- Comply with Council's ethical conduct, risk management and policy frameworks and Fraud and Corruption Control Plan and Policy.
- Follow and implement any risk based controls and procedures identified for the Business Unit to help prevent and detect any fraudulent and corrupt activity.

Customer Service

- Cumberland City Council are committed to striving for the delivery of excellent customer service. All employees will be held accountable to provide excellent service and the highest level of professionalism whilst performing the duties outlined in their position description.
- To contribute to this customer service oriented culture, it is expected that all employees respond to customer enquiries via all channels of communication relevant to your position, including phone calls, emails and requests/applications tasks via Council's customer request management system. You will also be expected to provide information in a timely, accurate and reliable manner in your position to ensure you deliver a positive customer experience.



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SIGNATURE AND ACCEPTANCE OF POSITION

Employee name

Employee signature

Date of acceptance



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