

POSITION DETAILS

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| Position Title: | Senior Community Facilities Officer | Position Grade: | 9 |
| Department/Group: | Community Services / City Life | Position Status / Hours per Week: | Temporary / 35 hours |

PRIMARY PURPOSE OF THE POSITION

Working within a team environment the Senior Community Facilities Officer will assist the Team Leader Community Facilities to ensure the provision of quality, safe and sustainable facilities for the community in a manner consistent with the objectives outlined in the Community Strategic Plan, the City of Ryde Halls and Facilities Strategy and Social and Cultural Infrastructure Framework.

The Senior Community Facilities Officer will assist in the coordination and delivery of the service for community facilities for hire and licenced buildings in accordance with Council's Community Halls and Meetings Room Hire Policy and the Community Buildings Licencing Policy.

Key Responsibilities:

- Understanding of the role of community buildings and infrastructure in achieving Council's strategic social and community outcomes.
- Preparing reports as required on community facility operations and performance and ensuring statistics are accurately recorded and presented in reports.
- Efficiently manage and utilise the booking system and assist with booking requests, payments and financial processes
- Liaise with relevant Council departments to develop an asset maintenance plan and monitor.
- Identify opportunities to increase utilisation of community facilities and attract suitable tenants for the licenced buildings.
- Ensure a high level of customer service consulting with users and potential users on operational changes and manage complaints promptly and courteously in accordance with Council policies and procedures.
- Provide timely input into scheduled maintenance and capital works programs and report maintenance issues in consultation with the Buildings Maintenance and Properties teams.
- Contribute to regular reviews of systems, processes and policies and procedures that support the operations of the community facilities enabling efficiencies to meet customer expectations.
- Prepare procurement documents for vacant licensed buildings and participate in the selection process, as required.
- Tenant liaison and conflict resolution for licenced buildings.
- Attendance at meetings with tenants and/or community facilities users, as required
- Other duties as directed consistent with incumbent's skills, training and competence.

SELECTION CRITERIA

Education / Qualifications

- Appropriate tertiary qualifications in property management, facilities management or similar or have extensive experience in a similar position
- Current Class C Drivers Licence

Experience/Specific skills

- Previous experience with community facilities/properties management and maintenance
- High level interpersonal skills and a track record of building and managing relationships with a diverse range of stakeholders and negotiating successful outcomes in situations where there are competing interests
- Sound written communication skills including proven experience in preparing reports, correspondence and submissions
- Sound level of PC skills with experience in MS office applications and databases
- Experience working with community organisations and groups
- Experience and an understanding of local government

Personal Attributes

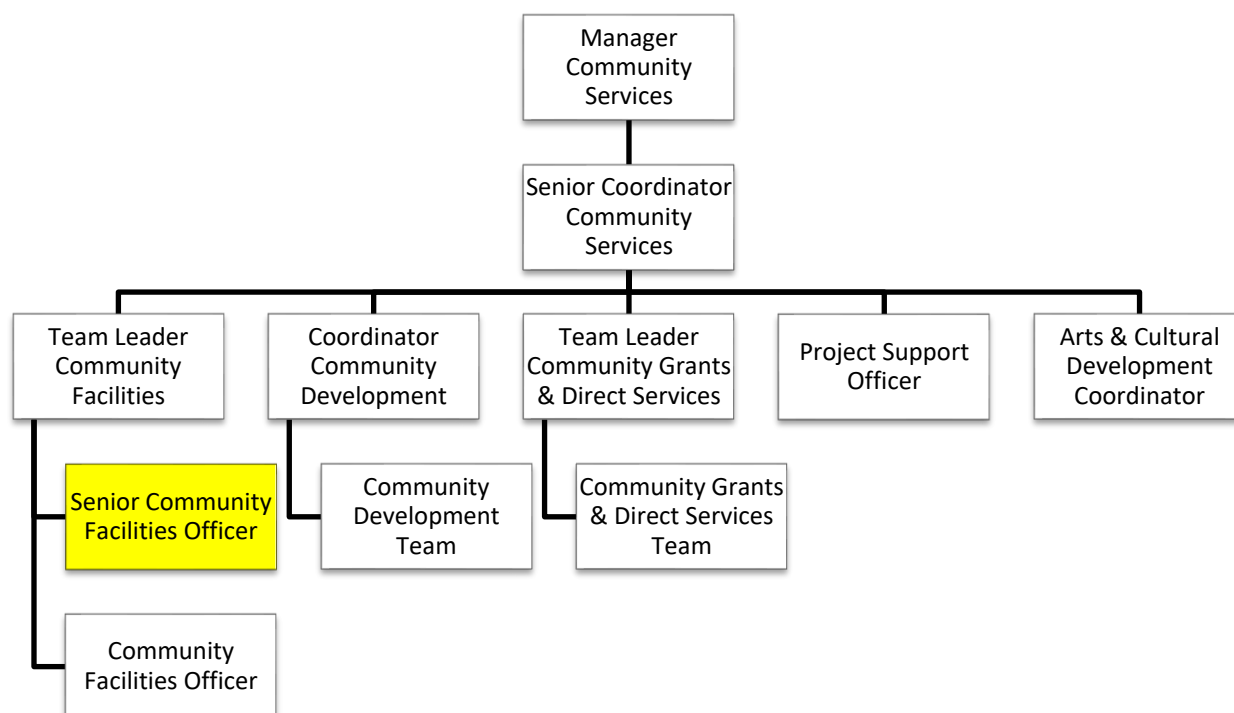
- Excellent interpersonal skills with ability to work as part of a team
- Ability to connect and influence both internal and external stakeholders
- Ability to work within a structured environment driven by policies and procedures
- Creative thinker with high level of problem solving ability

Desirable Qualifications, Experience and/or Skills

- Experience working with Culturally and Linguistically Diverse Communities
- Bilingual language skills

Please note: In line with Council's COVIDSafe Workplace Policy & Procedure all staff are required to be vaccinated against COVID-19.

ORGANISATIONAL CHART



CORPORATE ACCOUNTABILITIES

The statements below indicate the relevant organisational “Accountabilities” that the position holder is required to observe.

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| 1 | To comply with legislative requirements |
| 3 | To adhere to Council plans, policies, procedures and Code of Conduct |
| 4 | To understand, adhere and promote all WHS policies and procedures |
| 5 | To understand, adhere and promote Council's EEO policies and procedures. |
| 7 | To understand and respond to the needs of our customers in accordance with the Customer Service Charter |
| 8 | To deliver your accountabilities and meet your project milestones, performance targets and service levels as required within your job plan |
| 12 | To actively document all policies, procedures, projects and activities (as required) |
| 13 | To actively share information and knowledge on issues, training and better practice to relevant staff |
| 14 | To identify and initiate improvements of business systems to maximise service delivery |
| 15 | To identify and initiate improvements of processes to maximise service delivery |
| 16 | To deliver all project deliverables through PM_CoR methodology |
| 17 | To identify and minimise exposure to risk |
| 20 | To be involved in or provide feedback on corporate initiatives |

CORPORATE ACCOUNTABILITIES

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|----|---|
| 21 | To positively and proactively work with others across the organisation to deliver the outcomes |
| 25 | To model Council's values |
| 26 | To create and contribute to a positive work environment within my team, my Unit and the workplace. |
| 28 | To undertake relevant training to improve performance of the individual, organisation and meet mandatory requirements |

WORK HEALTH AND SAFETY RESPONSIBILITIES

You are required to perform your duties in accordance with this Position Description, City of Ryde Code of Conduct, policies procedures and instructions, where appropriate. You are also responsible for the following:

Work Health and Safety

- Follow safe practices/procedures to perform your duties in a manner, so as not to put yourself or others at risk of harm;
- Participate in development of safe work methods and risk assessments with your Supervisor when required;
- Actively participate in WHS inductions and training when required;
- Wear Personal Protective Equipment (PPE) in the prescribed manner and when specified;
- Participate in workplace inspections if required;
- Take care of any plant or equipment of any kind, including computer and other telecommunication devices;
- Participate in emergency preparedness training, including any required knowledge for business continuity plans;
- Report all hazards, near misses and damage to City of Ryde property to your Supervisor.

Certificates of Competency / Licences

- Where required for the position, either by legislation or through City of Ryde policies and procedures, maintain all certificates, licences, operative training etc, and advise Supervisors of any change to these, including vehicle licences.

Injury Management

- Report all injuries/illnesses to your Supervisor immediately;
- If injured at work, actively cooperate and participate to comply with obligations imposed under injury management and return-to-work plans where applicable.

Risk Management

- Report any potential public liability and professional indemnity exposures in your workplace to your Supervisor.

OUR VALUES

All employees at City of Ryde are to observe our values which are:

Health & Safety

We take personal responsibility for our own health, wellbeing and safety. As well as the health, wellbeing and safety of our colleagues and customers.

Excellence

We do the best we can for our customers and embrace innovation in the way we work.

Accountability

We are honest, transparent and act in the best interest of Council and the community.

Respect

We listen, seek to understand, and celebrate the diversity of the people within our organisation and the community.

Teamwork

We work within both our own teams and other teams to successfully achieve council's goals.

DELEGATIONS

Please note that this position holds delegations pursuant to section 378 of the Local Government Act. A copy of the current delegations from the General Manager is to be reviewed and signed by the employee on commencement.

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|-----------------------|--|
| Employee's Name | |
| Employee's Signature: | |
| Date: | |