

Position Description

Team Leader

POSITION DETAILS

Position Title:	Team Leader Community Facilities	Position Grade:	12
Department/ Directorate:	Community & Ranger Services Customer and Community Services	Position Status / Hours per Week:	Permanent- 35 hours per week

PRIMARY PURPOSE OF THE POSITION

The Team Leader Community Facilities coordinates the management functions for the City of Ryde portfolio of 28 community and cultural facilities. This position leads a small team in providing a high level of customer service to the community and ensures that the community facilities are accessible, well-presented and maintained to a high standard.

Council's portfolio of community and cultural facilities currently provides for:

- Meeting and activity space for general community hire
- Office and meeting space for community services, not for profit organisations and arts & cultural groups
- Spaces for early childhood education & care

This position also plays a critical role in the future planning, design and delivery of Council's community and cultural facilities and capital works program including implementation of the City of Ryde Halls & Facilities Strategy and the Social and Cultural Infrastructure Framework.

Key Responsibilities:

- Supervise the Community Facilities Team to ensure an efficient, flexible and timely service to internal and external customers.
- Manage and co-ordinate maintenance planning and programming for prescribed maintenance, service and activities.
- Prepare project briefs and budget estimate submissions on recurrent and non-recurrent expenditure for Council's community facilities.
- Coordinate the business and operational framework for the sustainable management of Council's community facilities.
- Monitor budget allocations for building maintenance works and capital works projects.
- Development and maintenance of effective partnerships and to communicate, engage and consult with key stakeholders at a local, state and federal level, to facilitate collaboration.
- Managing allocated strategic projects that facilitate in building capacity within the community in a sustainable manner through capital infrastructure development.
- Development of initiatives that contribute to the creation of systems and practices that enhance customer service with an emphasis on continuous quality improvement.
- Provide monthly and ad-hoc reports and updates on the performance of the designated portfolio and service users/tenants.
- Assist in the development, review and implementation of relevant strategic plans, business plans, marketing plans, and budgets and grant applications to meet Council's objectives.
- Assist in achieving outputs, performance measures and objectives of the Unit, Department and Council.

SELECTION CRITERIA

Education / Qualifications

- Qualifications in facilities management or a related field and/or significant experience and demonstrated ability in facility management.

Experience/Specific Skills

- Substantial experience in management and operation of community facilities or within a property or facilities management environment.
- Comprehensive understanding of the role of community facilities in achieving Council's strategic social and community outcomes
- Demonstrated ability to supervise, lead, motivate and develop staff with an established track record of leading multidisciplinary and cross functional teams.
- Exceptional relationship building skills to foster partnerships with the community and not-for-profit organisations.
- High level interpersonal skills with proven skills in negotiation and resolution and group facilitation in a multi stakeholder environment.
- Excellent written communication skills with proven ability to prepare reports and presentations to Senior Management.
- Commitment to customer service and systems/quality improvement

Desirable

- Local government working experience with knowledge of the Local Government Act and other relevant legislation.

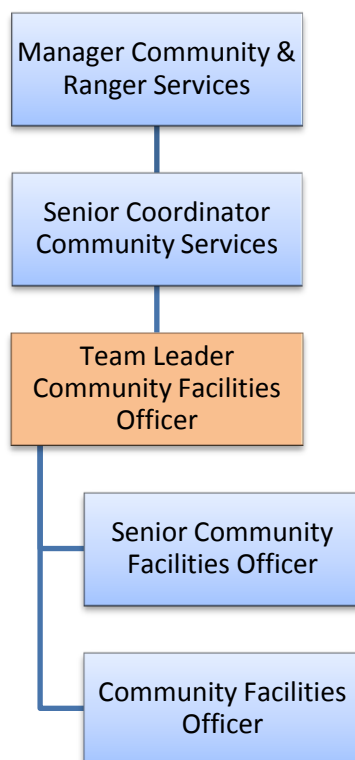
Personal Attributes

- High level conceptual, analytical, critical and creative thinking skills, and ability to interpret information and solve complex problems
- Personal commitment to providing outstanding levels of customer service
- Continuous improvement and process/system improvement mindset

Desirable Qualifications, Experience and/or Skills

- Bi-lingual language skills

ORGANISATIONAL CHART



SERVICE ACCOUNTABILITIES – Contributes to

The statements below indicate how the duties and responsibilities of this position contribute to the wider activities carried out by the Customer and Community Services Directorate (Community & Ranger Services Department of the organisation).

- Community Facility Policies and Guidelines
- Licencing Policy and Guidelines

CORPORATE ACCOUNTABILITIES

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

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)

CORPORATE ACCOUNTABILITIES

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
18	To actively work toward delivering City of Ryde's Leadership Model.
19	To manage people to realise their individual and team potential
20	To be involved in or provide feedback on corporate initiatives
21	To positively and proactively work with others across the organisation to deliver the outcomes
24	To recognise and reward results
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:

Safety

We are committed to preventing injury to ourselves, our team and our community.

Teamwork

We work together with respect and support.

Ethics

We are honest, responsible and accountable for our actions.

Professionalism

We deliver effective services to the community with consistent decision-making.

Employee's Name	
Employee's Signature:	
Date:	