

Coordinator, Glenroy Community Hub

Position Description



Moreland
City Council

Position number: 3759

Classification: Band 7

EA: Moreland City Council Enterprise Agreement

Department: Community Development

Branch: Cultural Development

Unit: N/A

Reports to: Manager, Cultural Development

Supervises: Venue Support Officer, Glenroy Community Hub
Concierge, Glenroy Community Hub

Approved by: Manager, Early Years and Youth

Organisational values:



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Position objectives

This position reports to the Manager, Cultural Development and is responsible for management of the new Glenroy Community Hub at 50 Wheatsheaf Road, Glenroy. The Coordinator, Glenroy Community Hub will establish the facility to achieve Council's vision for it as an integrated community services hub that improves health and education outcomes of residents in the local area.

The Coordinator will lead a collective impact approach towards achievement of the vision, supporting and coordinating the efforts of onsite service providers. A mix of Council and for-purpose agencies, these services will deliver community health, wellbeing and lifelong learning opportunities to people of all ages and backgrounds. They include:

- Maternal and Child Health Centre
- Community Health Centre
- Neighbourhood Learning Centre
- Kindergarten
- Children's Centre
- Library
- Council Customer Services

To advance the strategic vision of the Glenroy Community Hub and to maximise the benefits it delivers to the local community, the Coordinator will nurture creative and practical partnerships with other local institutions and agencies.

The Coordinator will lead the development of a culture that values and delivers a quality and seamless visitor experience. Community engagement and outreach is a high priority for the early months of Hub operations. The Coordinator will be assisted in this function by a fixed term concierge who will greet visitors, assist their navigation across service boundaries and operate tours of the facility.

The Coordinator will ensure safe, effective and efficient operations of the facility in accordance with Council policies and in the interests of all visitors and staff. Designing and managing systems and processes to that end is a key function and an early priority for this new role. The Coordinator will supervise the Venue Support Officer in day to day operation of the facility's technical systems, liaison with external service contractors and Council's Facilities, and Building Maintenance Units.

The Coordinator will promote and manage activation of shared and bookable venues in the facility and will maximise revenue from venue hire to offset related operational costs. The Coordinator will provide guidance and support to a Venue Support Officer reporting to them who will be responsible for administration of venue bookings, hiring agreements and supervision of venue hirers.

Key responsibility areas

Project and Budget Management

- Coordinate stakeholder engagement in co-design and delivery of a Collective Impact Framework to achieve the strategic objectives of the facility
- Facilitate and support productive relationships and cooperative arrangements among on-site stakeholders
- Lead the delivery of best practice customer service standards by all Hub stakeholders in collaboration with Council Help team.
- Coordinate community engagement, outreach and public communications to maximise visitation and participation in Hub programs

- Manage leases with on-site service providers
- Liaise with relevant Council Departments and contractors to ensure effective delivery of security, cleansing, waste management, building maintenance, and emergency management services
- Manage the Glenroy Community Hub budget using Council's finance systems and processes, including raising purchase orders and providing regular reports.
- Secure and manage project funding to advance the objectives of the Hub through advocacy to relevant State and Federal Government Departments and philanthropic agencies
- Maintain timely and accurate facility and project management documentation, using Council processes and templates.

Written and Verbal Communication

- Prepare correspondence and communication materials as required.
- Prepare Council reports, briefing papers and memoranda for review by senior officers.
- Verbal communication with diverse Hub stakeholders, both internal and external.

General Administration

- Maintenance of effective office procedures and filing systems.
- Prepare and distribute meeting agendas and minutes.
- Oversee the planning of meetings and events.

Continuous Improvement

- Implement and maintain Continuous Improvement System standards and procedures.

Environmental Sustainability

- Incorporate Council's environmental sustainability objectives and targets into projects and programs.
- Promote and participate in a culture of environmental sustainability.

Occupational Health & Safety

- Implement and maintain health and safety standards and procedures according to legislation and consistent with MoreSafe.
- Demonstrate effective leadership on OHS matters.

Diversity & Equity

- Undertake all duties with an awareness of and sensitivity to diversity and equity in accordance with Council policy.

Records Management

- Ensure that complete and accurate records relating to business activities are maintained and stored in Council's electronic records management system (including correspondence, reports, and emails) in accordance with Council policy.

Employee competencies and accountabilities

Competencies:

- **Community and Customer Focus:** Building strong customer relationships and delivering community / customer-centric solutions.
- **Ensures Accountability:** Holding self and others accountable to meet commitments.
- **Collaborates:** Building partnerships and working collaboratively with others to meet shared objectives.
- **Instils Trust:** Gaining the confidence and trust of others through honesty, integrity, and authenticity.
- **Drives Results:** Consistently achieving results, even under tough circumstances.
- **Plans & Aligns:** Planning and prioritizing work to meet commitments aligned with organisational goals.

Accountabilities:

- Behave ethically when undertaking duties, ensure strong and effective fraud and corruption controls are established and regularly reviewed for the work area and provide advice and educate Branch staff.
- Lead risk management practice by identifying, assessing, influencing, preventing, treating and monitoring risk relevant to the role, the work area and broader organisation.
- Champion customer-centric behaviours and staff and community engagement that supports collaboration and richer outcomes.
- Implement and maintain Continuous Improvement System standards and procedures.
- Incorporate Council's environmental sustainability objectives and targets into projects and programs.
- Promote and participate in a culture of environmental sustainability.
- Implement and maintain health and safety standards and procedures according to legislation and consistent with MoreSafe.
- Demonstrate effective leadership on OHS matters.
- Undertake all duties with an awareness of and sensitivity to diversity and equity in accordance with Council policy.
- Ensure that complete and accurate records relating to business activities are maintained and stored in Council's electronic records management system (including correspondence, reports, emails) in accordance with Council policy.

Other duties:

- Required to undertake other duties as directed.

Organisational relationships

Internal Relationships	Reports to:	Manager, Cultural Development
	Supervises:	Venue Support Officer, Glenroy Community Hub Concierge, Glenroy Community Hub
	Internal Liaison:	Community Development Department Cultural Development Early Years and Youth Community Wellbeing City Infrastructure Department

		Building Maintenance Open Space Maintenance Engagement and Partnerships Economic Development Glenroy Place Manager Council Facilities
External Relationships	External Liaison:	Service providers operating at the Hub under lease Local health, education and human service organisations and representatives State Government agencies Consultants Contractors Community members Other stakeholders as required

Job characteristics relevant to the position

The following Job Characteristics should be read in the context of the definitions describing the characteristics required of a Band 7 employee as outlined in Part B of the Enterprise Agreement (Victorian Local Authorities Award 2001, Appendix A, Part A - Employee Band 7, Clause 7)

1. Accountability and Extent of Authority:

- Accountable for the delivery of accurate, timely and consistent specialist advice on the Glenroy Community Hub.
- Authorised to undertake research to support the Glenroy Community Hub as required by the Manager Cultural Development.
- Authorised to oversee all aspects of the Glenroy Community Hub with freedom to act set by Council policies, objectives and budget. Actions taken may have a significant effect on programs or projects.
- Accountable for accurate and complete reporting of activities and project deliverables.
- Accountable for maintaining confidentiality of information and advice.
- Accountable for the provision and promotion of a high standard of quality in service provision and maintaining confidentiality of information and advice.
- Authorised to assist in the development and continual improvement of office procedures and policies.
- Responsible for identifying matters requiring additional advice and referring them to the Manager Cultural Development as appropriate.

2. Judgement and Decision Making:

- Authorised to assess situations and recommend project management tasks in order to deliver project objectives on time, to budget and to specified quality requirements.
- Exercise judgement in demonstration of initiative and the completion of tasks.
- Exercise judgement in recommending suppliers and managing supplier tasks and content.
- Responsible for identifying key issues which should be brought to the attention of the Manager Cultural Development.

- Required to exercise discretion and tact in dealing with matters affecting Directors, Councillors, CEO, Council staff in the organisation and members of the community.
- Guidance will not always be available within the organisation therefore the incumbent must demonstrate strong problem-solving skills, strength in applying established techniques, and a proactive attitude.

3. Specialist Knowledge and Skills:

- Knowledge and familiarity with facilities management methodologies and tools.
- Knowledge and familiarity with basic financial and accounting procedures and practices.
- Ability to appreciate the diversity and complexity of Council services, and to appreciate and operate within the statutory and political environment of local government.
- Demonstrated ability to undertake research and prepare reports under supervision.
- Highly competent in the use of Microsoft Office suite of applications.
- Administrative and office management skills, with familiarity in the use of document management and tracking systems.
- Desirable experience in following software packages: InfoCouncil, Pathway, JDE and PowerBudget.

4. Management skills:

- Effective ability to manage time, set priorities, and plan and organise work, sometimes with limited direction, despite conflicting pressures and within tight timeframes requiring a high level of initiative and independence.
- Well-developed conceptual development and decision-making skills.
- Ability to adjust priorities and to manage competing priorities for the benefit of the team.
- Ability to adopt a flexible, adaptable approach to work to meet changing demands and service delivery needs.
- Ability to support self-managing teams and foster a culture of collaboration across disciplines and organisational boundaries.

5. Interpersonal Skills:

- Ability to facilitate productive relationships and gain the co-operation and assistance of Council management and staff.
- Ability to motivate internal and external stakeholders towards innovative practices.
- Highly developed written and oral communication skills.
- Excellent customer service/community liaison skills.
- Strong customer service orientation.
- The ability to identify issues and determine options for resolution.
- Commitment to the provision of high quality services to the Moreland community.
- Ability to motivate and develop employees.

6. Qualifications and Experience:

- Degree or Diploma qualification and relevant experience in management of complex social infrastructure initiatives, significant community development projects and community engagement.
- Demonstrated knowledge and experience of processes, tools and priorities for management of public facilities.
- Demonstrated knowledge and experience ability in marketing and communications
- Proficiency in maintaining accounts, purchasing and administrative procedures.

7. Physical Requirements of the position

TASK ANALYSIS

In the course of his/her duties, a person in this position may be expected to work in or be exposed to the following conditions or activities as marked.

Condition/Activity	Constant	Frequent	Occasional	N/A
Manual handling weights -above 10kgs	()	()	()	(X)
-below 10kgs	()	()	()	
Manual handling frequency	()	()	()	(X)
Repetitive manual work	()	()	()	(X)
Repetitive bending/twisting	()	()	()	(X)
Working with arms above head	()	()	()	(X)
Lifting above shoulder height	()	()	()	(X)
Using hand tools – vibration/powerful	()	()	()	(X)
Operating precision machinery	()	()	()	(X)
Close inspection work	()	()	()	(X)
Wearing hearing protection	()	()	()	(X)
Wearing eye protection	()	()	()	(X)
Working in dusty conditions	()	()	()	(X)
Working in wet/slippery conditions	()	()	()	(X)
Wearing Gumboots	()	()	()	(X)
Wearing safety shoes/boots (steel cap)	()	()	()	(X)
Working with chemicals/solvents/detergents	()	()	()	(X)
Washing hands with soap (hygiene)	()	()	()	(X)
Working at heights	()	()	()	(X)
Working in confined spaces	()	()	()	(X)
Working in chillers (+4 degrees C)	()	()	()	(X)
Performing clerical duties	(X)	()	()	()
Working on a keyboard	(X)	()	()	()
Driving cars and/or trucks	()	()	()	(X)

Other special features (e.g. nature of chemicals, travelling requirements, etc):

8. Key Selection Criteria

- Tertiary qualification in social science or human services

- Relevant experience in leading major facility-based community development projects.
- Knowledge and experience in community engagement.
- Knowledge and experience in managing complex stakeholder relationships.
- Highly developed written and oral communication skills.
- Excellent interpersonal skills and ability to collaborate and work as part of a team.
- Knowledge and ability in maintaining accounts, purchasing and administrative procedures.
- Proficiency in the use of the Microsoft Office Suite.