

POSITION DESCRIPTION

Title:	Civic Centre Activation and Building Assistant
Group:	Community Connections
Reports to:	Civic Centre Activation Manager
Grade:	8
Hours:	35
Vehicle:	No
Pre-placement Medical:	High Risk – required
National Police History Check:	Not Required
WCCC Check:	Not Required

Position Purpose

To deliver a diverse range of duties within the Civic Centre including function room set-up, pack-up and cleaning and general cleaning and maintenance.

Qualifications and Experience

(Minimum required/essential for success in the job)

Essential:

- High level interpersonal and time management skills.
- Demonstrated ability to handle confidential and sensitive information and issues.
- Hospitality experience, including function setup-pack up and cleaning.
- Ability to work unsupervised and meet deadlines.
- Current Class C Driver's Licence.
- Demonstrated computer literacy within the Microsoft Office suite of software and ability to adapt to new software packages.
- Excellent verbal and interpersonal skills with the ability to communicate effectively with employees and customers.
- Sound understanding and commitment to WHS and statutory requirements.
- Experience in contributing to improvements to a quality management system or making suggestions for other business improvements.

Desirable:

- Current First Aid Certificate.
- Knowledge of Local Government processes.
- Building and general maintenance experience.
- Working Safely at Heights Certificate.
- Responsible Service of Alcohol (RSA) license.

Main Activities

Council operates on the principle of existing to provide benefits for our Community, Councillors, Customers and the Council itself – we call this the 4C's. This position is required to do everything they can to identify, develop, resource, provide, support and measure benefits to the 4C's.

Civic Centre Activation

- Set up, pack up and clean up of meeting rooms, auditorium, council chambers and other spaces as per bookings.
- Ensure all community areas within the Civic Centre are clean and tidy.
- Arrange the setup and pack up for Council meetings and briefings in the council chamber, dining room and training room.
- Assist with bookings of the Civic Centre and meet with clients to understand their needs
- Assist with activation within the Civic Centre as required.
- Other duties as required by manager within limits of skill and competence.

Civic Centre Building

- General cleaning of the building as required including amenities
- Assist in maintaining the building by reporting any repairs, maintenance or trouble spots that are required.
- Assist the Building Management Officer with stocking the cleaner's supplies and other Civic Centre supplies as required.
- Put out and collect all bins weekly and contact the contractor to arrange cupboard cage collection.
- Put up and take down flags daily and temporary signage as required, eg Council Meeting notifications and Council closure signs.
- Assist with loading dock deliveries.

Customer Service

- Liaise with the community and internal customers regarding activation and maintenance and other assigned works matters including complaints and requests.
- Build and maintain strong relationships across Council to support the successful delivery of the Shellharbour Civic Centre activation.

- Communicate with customers explaining situations and answering routine enquiries to keep them informed.
- Delivery of library books between branches and assist with other deliveries and collections of items across the City as required.

Leadership

- Assist in exploring a range of creative alternatives to the continual improvement of services, systems and processes to ensure flexible and responsive planning, management of facilities.
- Contribute to the Civic Centre Activation's strategic and operational planning as a key member of the Civic Centre Activation team.
- Provide quality and timely advice to the Civic Centre Activation Manager and Building Management Officer as it relates to your position and as required.
- Participate in performance planning and reviews.

Work Health & Safety

- Ensure safe work conditions are maintained and report any unsafe conditions identified.
- Ensure people within area of responsibility know hazards and risks associated with any operation and the method established to eliminate or control the risks.
- Cooperate with all health and safety policies & procedures agreed to by management and staff.
- Not bypass or misuse systems or equipment provided for WH&S purposes.
- Participate in WH&S training as required and contribute to the identification of hazards and assessment of risks as required.
- Assist with the emergency procedure requirements of the Civic Centre.

Support and promote the integrity and reputation of Council

- Be a role model for quality customer service.
- Ensure compliance with all Council policies and procedures and relevant legislation
- Take advantage of professional development opportunities to maintain currency of professional expertise.

Accountability and Behaviours

- To ensure that they are accountable for their behaviours in the delivery of their duties noted in the position and other functions relating to their role.
- Follow Council policies and procedures.
- Work collaboratively within the team and across Council towards common goals.
- Develop and maintain positive and effective professional working relationships with community and customers.
- Contribute to a positive organisational culture.
- Continuous improvement – evaluate current activities and continuously look for ways to improve quality, effectiveness and efficiency.

Organisational Values

- Apply and demonstrate Council's Core Values of Collaboration, Accountability, Integrity, Respect and Sustainability.
- Apply and demonstrate the four principles that together form the focus of the organisation, namely the 4C's: Community, Councilors, Customer and Council.