

POSITION DESCRIPTION

Title:	Civic Centre Activation Trainee
Group:	Community Connections
Reports to:	Civic Centre Activation Manager
Grade:	Trainee
Position Allowances:	Nil
Local Govt Award -Term Contract	Temporary upto 2 years
Hours:	35 hours per week (including evening and weekend shifts)
Number of Direct Reports:	Nil
Number of Indirect Reports:	Nil
Vehicle:	No
Position Code:	75413
Pre-placement Medical:	Not required
National Police History Check:	Not required
WWCC Check:	Not required
Date Developed:	November 2019

Position Purpose

To embark on a program of learning and skills development as an active participant in a team that delivers activation, promotion and building maintenance across the Shellharbour Civic Centre. The position will culminate in the achievement of a Certificate III in Tourism (Events).

Qualifications and Experience

(Minimum required/essential for success in the job)

Essential:

- Willingness to complete a Certificate III in Tourism (Events).
- Enthusiastic and engaging with a commitment to providing excellent customer service.
- Well-developed oral and written communication skills, with a demonstrated interest in events and marketing.

- Demonstrated computer literacy within the Microsoft Office suite of software and ability to adapt to new software packages.
- Organised and adaptable.

Desirable:

- Current Class C Drivers Licence.
- Previous work experience in customer service, hospitality or office administration.
- Knowledge and understanding of Local Government.

Main Activities/Tasks

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

- Assist with bookings of the Civic Centre community spaces and meet with clients to understand their needs.
- Arrange the setup and pack up of rooms as per bookings when required.
- Assist with activation within the Civic Centre.
- Assist with the promotion and marketing of the Civic Centre.
- Assist with updating the Shellharbour Civic Centre website.
- Other duties as required by manager within limits of skill and competence.

Civic Centre Building

- Assist with loading dock deliveries when required.

Customer Service

- Liaise with the community and internal customers regarding activation and bookings.
- 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.
- Promote the Council & Civic Centre by being positive, enthusiastic, engaging and proactively adding value to the customer experience.

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 as it relates to your position and as required.
- Participate in performance planning and reviews.

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.

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.

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.