



# TEAM LEADER COMMUNITY VENUES

## POSITION PROFILE

Division	Shire Services	Status	Full time, permanent
Unit	Business and Community Services	Salary Grade	Grade 12/13
Reports to	Manager Business and Community Services	Reviewed	December 2021

## POSITION PURPOSE

The aim of the Business and Community unit is to maintain and strengthen relationships with our community organisations, local business and residents to:

- Facilitate the development of healthy, connected, caring, inclusive, resilient and liveable communities
- Provide for a prosperous community that stimulates and supports sustainable economic growth & resilience
- Activate public venues and spaces to meet the social, economic and cultural needs of the community

The aim of the Community Venues team is to ensure efficient operation, management, promotion, maintenance and strategic development Council's community venues to meet the social, economic and cultural needs of the community

## POSITION OUTCOMES AND ACCOUNTABILITIES

- Develop, review and implement the Community Facilities Strategy in line with Council's Community Strategic Plan
- Develop and implement detailed plans for community venue operations and management
- Ensure strong and effective partnerships are established and maintained with regular venue hirers - community groups, volunteers, service providers and other key venue hire stakeholders
- Reviewing processes to deliver efficiencies ensuring a high level of customer service is provided
- Lead communication, engagement and collaboration with venue hire stakeholders
- Manage, monitor and maintain Council's Community venues booking system.
- Co-ordinate and assist proactive planning of facilities maintenance ensuring customer satisfaction.
- Provide efficient and effective processing of venue bookings with a high level of customer service to those seeking information and booking Council's community venues.

- Show passion and willingness to adapt to ever-changing customer needs, helping to support Council's digital shift.
- Lead and manage the Community venues team, actively sharing knowledge with team members and contribute to building a culture based on collaboration and continuous service improvement.
- Develop service levels for Community venues to ensure quality, functional spaces are maintained, welcoming and responsive to community needs
- Review the community centre fee structure to ensure that venues remain affordable for the community and financially sustainable for Council
- Develop a communications and marketing plan to increase the utilisation of community facilities across the Sutherland Shire
- Review, source, implement and maintain a more efficient and sustainable digital based access process and system for our community facilities
- Involve the community in the co-design of future new and upgrade facilities.
- Lead and be responsible for delivery of all outputs and outcomes in relation to team core functions, processes and activities by setting clear goals, standards and expectations and be accountable for the delivery of outcomes and behaviour.
- Provide leadership and coaching by creating an environment oriented to trust, open communication, creative thinking, and cohesive team effort.
- Any other duties within area of skill as directed.

## SELECTION CRITERIA / SUCCESS PROFILE

Qualifications, Certificates or Licences	Essential	<ul style="list-style-type: none"> <li>• Relevant Tertiary qualifications (e.g Facility Management, Business, Commerce, Marketing) and/or at least 5 years relevant experience</li> <li>• A current Drivers Licence</li> </ul>
	Desirable	<ul style="list-style-type: none"> <li>• Drivers Licence</li> </ul>
Experience or skills	Essential	<ul style="list-style-type: none"> <li>• Competent in the use of using an electronic booking /event management system – e.g. Bookable, current and emerging technologies and applications relevant to community venues.</li> <li>• Advanced organisational, planning and time management skills and capacity to manage multiple applications, tasks and deadlines</li> <li>• Ability to communicate effectively (verbal and written) with various internal and external stakeholders</li> <li>• Proven skill in customer service with effective negotiation and conflict resolution skills</li> <li>• Effective interpersonal and team communication skills</li> <li>• Ability to inspire and motivate staff and promote a positive work culture in a changing environment.</li> </ul>
	Desirable	<ul style="list-style-type: none"> <li>• Experience in facility/ asset management of properties or community facilities</li> </ul>

	<ul style="list-style-type: none"> <li>• Experience in managing budgets and financial transactions, receipting, invoicing and account management</li> <li>• Experience working independently on minor projects and providing reports and feedback</li> <li>• Ability to effectively prioritise administrative and asset management responsibilities</li> <li>• Knowledge of the CRMS system</li> <li>• Demonstrated leadership and staff management experience</li> </ul>
--	---

## CORE CAPABILITIES

Attributes	<ul style="list-style-type: none"> <li>▪ <b>Community centred:</b> Build connections and collaborative partnerships to promote the library as a learning resource for the community</li> <li>▪ <b>Goals oriented:</b> Work to achieve Unit, team and self-set goals, taking on challenging tasks when necessary</li> <li>▪ <b>Leadership:</b> Supervise, support and develop staff to achieve strategic priorities and sustain a workplace culture of learning and growth</li> <li>▪ <b>Communication skills:</b> Work to build relationships with staff and the community. Communicate effectively to meet customer requirements</li> <li>▪ <b>People skills:</b> Empower team members to think for themselves and resolve disputes. Initiate, develop and assist in delivering learning programs to the community</li> <li>▪ <b>Team focussed:</b> Willing to be mentored, and to share skills, experience and knowledge via formal and informal collaboration with colleagues</li> </ul>
------------	---

## OUR VALUES



Behaviours	<p><b>Collaborate</b> - be open and welcoming, genuinely connect to others, include others, work together as one</p> <p><b>Achieve</b> - be enthusiastic and optimistic, make a positive contribution, set goals to be the best you can be, deliver every day</p>
------------	---

	<p><b>Respect</b> – be honest and trustworthy, do what you say you will put yourself in the other person’s shoes, listen to what’s important to others</p> <p><b>Evolve</b> – stay up to date, take on new opportunities, think creatively about solutions, be a big picture thinker</p>	
--	--	--

## CORPORATE OBLIGATIONS

Employees	3 Direct Reports
Delegations	Authority to operate within the Delegations attached to the position
Risk Management	Managing work practices to mitigate all identified risks, identifying and reporting additional risk and threats and assist in devising strategies to mitigate these risks
Financial Management	Managing budgets and expenditure, undertaking relevant checks and applying rules, regulation, process and procedures in dealing with financial matters
Workplace Health and Safety	Comply and co-operate with WHS policies, procedures, instructions and safe systems of work
Code of Conduct	<p>All employees are responsible for adhering to Council’s Code of Conduct and the policies and procedures that support it.</p> <p>This position has been identified as having the responsibility of managing financial transactions for the organisation when required. In undertaking these duties you are placed in a position of trust and must abide by Council’s Code of Conduct at all times. In the event that fraudulent conduct is suspected or identified, relevant processes including disciplinary will be followed and where appropriate relevant external agencies may be notified.</p>
Workplace Behaviour & EEO	All activities must comply with Council’s Workplace Behaviour Guidelines
Enterprise Content Management	Comply with Council’s Enterprise Content Management Determination and associated guidelines including creation of appropriate records in Council’s records management system and proper custodianship of records to ensure against loss, removal or destruction
Continuous Improvement	Identify obsolete and inefficient practices and recommend changes where appropriate
Customer Focus	Championing an exceptional customer experience, and evaluating customer satisfaction in order to continually improve service delivery
Procurement	Activities are conducted in accordance with the Purchasing Policy and Procedures to provide transparency and cost effectiveness in procurement