

## CITY OF WANNEROO POSITION DESCRIPTION

<b>POSITION TITLE:</b> Community Facility Operations Officer	<b>DIRECTORATE:</b> Community & Place	<b>DATE:</b> July 2023
<b>REPORTS TO:</b> Coordinator Community Facilities Operations	<b>SERVICE UNIT:</b> Community Facilities	<b>LEVEL:</b> 5
<b>POSITION NUMBER:</b> 3448, 3453 & 3456	<b>SUB UNIT:</b> Community Facility Operations	<b>ROLE FOCUS:</b> Service
<b>ROLE BALANCE:</b> (People/Scheduling/Technical) 50/20/30	<b>JOB FAMILY:</b>	<b>ANZSCO CODE:</b>

### ORGANISATIONAL CONTEXT

The City of Wanneroo (the City) is an expanding and thriving Local Government on the northern fringe of the Perth Metropolitan area, located approximately 12km from the CBD at its nearest point and 62km at its furthest point. Our community, council and City administration are working actively towards our vision of building a future together by collaborating with all stakeholders.

### DIRECTORATE CONTEXT

The **Community & Place Directorate** has a very strong interface with the community, providing community infrastructure, programs and services as well as advocating for funding and services by other agencies. We provide support for a diverse range of community priorities and encourage the growth of self-sufficient community organisations to assist with addressing these priorities.

### POSITION CONTEXT

Under broad supervision of the Coordinator Community Facility Operations, this position is accountable for the provision of quality outcomes in accordance with customer needs as outlined in the Service Plan and Performance & Development Review Conversation, by applying skills, knowledge, experience and judgement, involving the performance of non-repetitive tasks governed by established policies, procedures, methods and guidelines to meet current and anticipated changing organisational needs.

As an Operational Leader, this position provides direction, guidance and coaching to staff under day-to-day supervision using advanced resources allocation and people skills to achieve quality outputs aligned to customer needs.

The role communicates with a range of customers and stakeholders including government departments and agencies, other local governments, the business community, vendors and suppliers; special interest groups; members of the public; and City Leaders and employees.

This role requires a level of physical fitness for some activities undertaken. This role may work outside of normal business hours to support the delivery of service unit activities.

A challenging aspect of the role is undertaking accurate and consistent work within a dynamic environment that includes regular interruptions, changing and competing priorities and tight timeframes. Post-holders must be able to communicate with a wide variety of people in a professional manner, displaying patience, tact and diplomacy when needed.

The City values an agile workforce where people are engaged to deliver excellent customer outcomes and have the aptitude to adapt to changes in the internal and external environment. As such, all roles may be required to work in any Service Unit across the City and perform activities outside of those described in this position description, aligned to the incumbent's skills, qualifications and training. A positive, proactive approach to change is required.

## FUNCTIONAL ACCOUNTABILITY

Provides a community facility operations service, including supervision of a team, that supports the leisure needs of the community, ensuring that service delivery is timely, effective and efficient and meets both customer needs and corporate standards. The role also supports the growth and development of self-sufficient community sport and recreation clubs within the City.

Encompasses a working group of individuals within a Sub Unit where each individual's tasks contribute to the Operational Team's outputs.

## KEY ACCOUNTABILITIES

KEY RESULTS AREAS	OUTCOMES
Provide Supervision	<ul style="list-style-type: none"><li>• Productive work performance, including performance, conduct and safety of staff under day-to-day supervision.</li><li>• Allocation of tasks to staff under day-to-day supervision within limits set by the Coordinator ensuring the efficient and effective deployment of resources.</li></ul>
Collaboration & Teamwork	<ul style="list-style-type: none"><li>• Contributes to a cohesive team environment by sharing information, supporting and assisting colleagues in a proactive manner to meet goals and deadlines.</li><li>• Thinks critically and actively collaborates with colleagues and Leaders.</li><li>• Contributes to the development of business improvement initiatives, as well as encouraging active participation of staff under day-to-day supervision.</li></ul>
Engage Customers & Stakeholders	<ul style="list-style-type: none"><li>• Engages with customers and stakeholders, enabling the consistent application of City policies, procedures and processes.</li><li>• Acts as a point of contact for customers and stakeholders and responds to enquiries ensuring that these are addressed, resolved and/or re-directed for resolution.</li><li>• Liaises with customers and stakeholders to deliver service excellence, ensuring that information is accurate, consistent, clearly communicated and issues are resolved in a timely manner.</li></ul>
Efficient & Effective Delivery	<ul style="list-style-type: none"><li>• Provides a community facility operations service that supports usage of community facilities (i.e. community centres, playing fields etc), including community events, ensuring that service delivery is timely, effective and efficient and meets both customer needs and corporate standards.</li><li>• Supports the growth and development of the capability and capacity of community and sport recreation clubs to plan and implement programs and initiatives within the City.</li><li>• Undertakes regular inspections of community facilities and amenities, in accordance with relevant policies, processes and procedures, ensuring that any maintenance issues are reported in a timely manner.</li><li>• Identifies and resolves community facility issues in collaboration with relevant services and in accordance with relevant policies, processes and procedures.</li><li>• Contributes to the planning and development of new community facilities, ensuring that operational service issues and customer utilisation needs are taken into account.</li><li>• Ensures the standard of work for staff under day-to-day supervision is to standard.</li></ul>

- Processes and practices are continually reviewed, ensuring delivery of quality outcomes and results for customers.
  - Proposes innovation and business improvement initiatives within area of accountability / activity.
- Systems & Processes
- Supports the development, monitoring and maintenance of the Community facilities system and processes, ensuring an efficient service to customers.
  - Maintains relevant registers, databases and systems, ensuring that information is accurate, stored correctly and accessible as required and meets legislative requirements.
  - Follows the City's administrative systems and processes, ensuring that information is accurate, stored correctly and accessible as required.
  - Contributes to the development of processes that support the work of the Service Unit.
- Resources,  
Governance,  
Compliance & Risk
- Monitors budgets and prepare financial reports under guidance of leader.
  - Procures resources for community facilities, in accordance with relevant policies processes and procedures.
  - Ensures knowledge of and complies with safety, legislative, regulatory, financial and administrative frameworks.
  - Represents the City in an honest, ethical and professional way, ensuring adherence to the City's Code of Conduct.
  - Demonstrates high and proactive concern for health, safety, environment, community and the City's reputation.

<b>CAPABILITIES REQUIRED</b>
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**Qualifications, Requirements and Experience:**

- Qualification in relevant discipline such as Sport and Recreation, facility management, community development is desirable.
- Relevant experience in a similar role is required.
- Intermediate experience in the efficient utilisation of information systems and technology.
- C Class Drivers licence.

**Skills and Knowledge:**

- Intermediate computing, numeracy and literacy skills.
- Intermediate organisational skills with the ability to prioritise competing tasks.
- Advanced customer service skills.
- Intermediate communication and problem-solving skills.
- Skilled in supervising the work of others, providing technical assistance and motivating staff.
- Intermediate negotiation and influencing skills.
- Foundational knowledge of Project Management Practices.
- Knowledge of the operations and facility utilisation needs of community groups, sporting clubs and associations.
- Knowledge of the practical application of occupational health and safety measures in the workplace, including risk assessment and control implementation.

**Key Stakeholder Relationships:**

- Support the Manager Community Facilities and Coordinator Community Facilities Operations to assist them to carry out their roles.
- Communicate, engage and provide support / advice to relevant stakeholders and customers.

**Role Authorities:**

- Assignment of day-to-day tasks within limits agreed by the Coordinator Community Facility Operations.
- Local Government Act Regulations and Act delegations, specific to the role.
- Required to exercise responsibility and use of initiative and judgment in problem solving and support at a Team Member level.

**VERIFICATION**

The content of this Position Description is an accurate statement. Position Descriptions will generally be reviewed and updated where necessary and / or within a period of 12 months.

**Leader Name:** Craig Bartlett

Date 10/07/2023

**Next Up Leader Name:** Rohan Klemm

Date 10/07/2023