

## CITY OF WANNEROO POSITION DESCRIPTION – TEAM MEMBER

<b>POSITION TITLE:</b> Relief Officer	<b>DIRECTORATE:</b> Community & Place	<b>DATE:</b> March 2019
<b>REPORTS TO:</b> Cultural Exhibitions Curator	<b>SERVICE UNIT:</b> Cultural Development	<b>LEVEL:</b> 3
<b>POSITION NUMBER:</b> CD10008+	<b>SUB UNIT:</b> Cultural Services	<b>ROLE FOCUS:</b> Service
<b>ROLE BALANCE:</b> (People/Scheduling/Technical) 10/10/80	<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 direct supervision of the Cultural Exhibitions Curator, 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, guided by established policies, procedures, methods and guidelines to undertake activities where the actions and steps are prescribed to meet current and anticipated changing organisational needs.

The role communicates with a range of customers and stakeholders including vendors and suppliers; artists; community group representatives; members of the public; and City Leaders and employees. Post-holders must be able to communicate with a wide variety of people in a professional manner, displaying patience, tact and diplomacy when needed.

A challenging aspect of the role is undertaking accurate, consistent work and customer service within an environment that includes regular interruptions and competing priorities.

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 relief support to front-of-house activities to enable the delivery of customer service, information

and programs to the community, ensuring that service delivery is timely, effective and efficient and meets both customer needs and corporate standards.

Encompasses an individual person delivering outputs to meet their own individual performance outcomes aligned to business objectives and set out in their annual performance review.

<b>KEY ACCOUNTABILITIES</b>
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<b>KEY RESULTS AREAS</b>	<b>OUTCOMES</b>
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.</li> </ul>
Customers & Stakeholders	<ul style="list-style-type: none"> <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 accurate and timely museum and heritage services, including but not limited to front-of-house activities, such as open &amp; closing, bookings and cleaning and maintaining the museum’s public areas, as well as administration activities to assist with the smooth operation of the cultural service team.</li> <li>• Supports the delivery of art and cultural programs and initiatives in accordance with the City’s exhibitions and program schedule, ensuring that all are safe, operate successfully and meet corporate standards.</li> <li>• Processes and practices are continually reviewed, ensuring delivery of quality outcomes and results for customers.</li> <li>• Proposes innovation and business improvement initiatives within area of accountability activity.</li> </ul>
Systems & Processes	<ul style="list-style-type: none"> <li>• Maintains relevant registers, databases and systems, ensuring that information is accurate, stored correctly and accessible as required and meets legislative requirements.</li> <li>• Follows the City’s administrative systems and processes, ensuring that information is accurate, stored correctly and accessible as required.</li> <li>• Contributes to the development of processes and procedures that support the work of the Service Unit.</li> </ul>
Resources, Governance, Compliance & Risk	<ul style="list-style-type: none"> <li>• Ensures knowledge of and complies with safety, legislative, regulatory, financial and administrative frameworks.</li> <li>• Represents the City in an honest, ethical and professional way, ensuring adherence to the City’s Code of Conduct.</li> <li>• Demonstrates high and proactive concern for health, safety, environment, community and the City’s reputation.</li> </ul>

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

- Completion of Year 12 or equivalent.
- Relevant experience in customer service is required.
- Foundational experience in the efficient utilisation of information systems and technology.
- Current Working with Children Check.

**Skills and Knowledge:**

- Foundational computing, numeracy and literacy skills.
- Foundational keyboard / data entry skills.
- Intermediate communication skills with a focus on providing customer services.
- Ability to work autonomously and in a team environment.

- Knowledge of the practical application of occupational health and safety measures in the workplace including hazard identification in operations where interaction with members of the public may be reasonably expected to occur.

**Key Stakeholder Relationships:**

- Support the Coordinator Cultural Services and the Cultural Exhibitions Curator to assist them to carry out their roles.
- Communicate, engage and provide support / advice to relevant stakeholders and customers.

**Role Authorities:**

- 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**

Elizabeth White

Signature



Date:

28/03/2019

**Next Up Leader Name**

Darren von Bergheim

Signature



Date:

28/03/2019