

CITY OF WANNEROO POSITION DESCRIPTION – TEAM MEMBER

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| POSITION TITLE: Duty Officer | DIRECTORATE: Community & Place | DATE: November 2020 |
| REPORTS TO: Team Leader Kingsway | SERVICE UNIT: Community Facilities | LEVEL: 4 |
| POSITION NUMBER: 3482 | SUB UNIT: Leisure Centres | ROLE FOCUS: Service |
| ROLE BALANCE: (People/Scheduling/Technical) 10/10/80 | JOB FAMILY: | ANZSCO CODE: |

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 regular supervision of the Team Leader Kingsway, 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 non-discretionary to meet current and anticipated changing organisational needs across the City's leisure and recreational sites.

The role communicates with a range of customers and stakeholders including special interest groups; members of the public; and City Leaders and employee.

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

Supervise Kingsway Stadium operations, ensuring that a safe and health stadium environment is maintained in accordance with relevant legislation, policies, processes and procedures.

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.

KEY ACCOUNTABILITIES

| KEY RESULTS AREAS | OUTCOMES |
|--|---|
| Collaboration & Teamwork | <ul style="list-style-type: none">• Contributes to a cohesive team environment by sharing information, supporting and assisting colleagues in a proactive manner to meet goals and deadlines.• Thinks critically and actively collaborates with colleagues and Leaders.• Contributes to the development of business improvement initiatives. |
| Customers & Stakeholders | <ul style="list-style-type: none">• 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.• 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. |
| Efficient & Effective Delivery | <ul style="list-style-type: none">• Monitors and maintains buildings, plant and equipment, ensuring continuity of service and adherence to public health regulations.• Takes appropriate action in the event of an emergency or in circumstances that could endanger the life or well-being of customers.• Supports the delivery of excellent customer outcomes at the City’s leisure and recreational sites.• 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.• Participates in business development and implementation of initiatives in line with key business and performance targets. |
| Systems & Processes | <ul style="list-style-type: none">• 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 and procedures that support the work of the Service Unit. |
| Resources, Governance, Compliance & Risk | <ul style="list-style-type: none">• Allocates tasks to stadium-based staff under day-to-day supervision within limits set by the leader ensuring the efficient and effective service delivery.• 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. |

CAPABILITIES REQUIRED

Qualifications, Requirements and Experience:

- Qualification in relevant discipline such as Health & Fitness or Sports & Recreation.
- Relevant experience in a similar role is required.
- Foundational experience in the efficient utilisation of information systems and technology.
- Provide First Aid Certificate.
- Current Working with Children Check.

Skills and Knowledge:

- Foundational computing, numeracy and literacy skills.
- Intermediate organisational skills with the ability to prioritise competing tasks.
- Intermediate customer service skills.
- Foundational skills in supervising the work of others.
- Intermediate communication and problem-solving skills.
- Knowledge of the practical application of occupational health and safety measures in the workplace including hazard identification in a sporting environment.

Key Stakeholder Relationships:

- Support the Facilities Specialist and Team Leader Kingsway 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

Daniel Webb

Signature



Date

24 March 2021

Next Up Leader Name

Shane Spinks

Signature



Date

1 December 2020