

## CITY OF WANNEROO POSITION DESCRIPTION

<b>POSITION TITLE:</b> Cultural Support Officer	<b>DIRECTORATE:</b> Community & Place	<b>DATE:</b> November 2018
<b>REPORTS TO:</b> Art Development Officer / Cultural Exhibitions Officer	<b>SERVICE UNIT:</b> Cultural Development	<b>LEVEL:</b> 4
<b>POSITION NUMBER:</b> CD13014/ CD11034	<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 regular supervision of the Art Development Officer / Cultural Exhibitions Officer, 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.

The role communicates with a range of customers and stakeholders including the business community; vendors and suppliers; members of the public; and City Leaders and employees.

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

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

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 administrative assistance and customer service to support the activities of the sub-unit, with a focus on art and cultural exhibitions and programs, and collections management, 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.

**KEY ACCOUNTABILITIES**

<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>• Supports the development and delivery of art and cultural programs and initiatives, including exhibitions, programs and special events, and collections management, in accordance with the City’s exhibitions and programs schedule, ensuring that all are safe, operate successfully and meet corporate standards.</li> <li>• Supports the development and implementation of promotion plans for art and cultural exhibitions, programs and special events to maximise exposure to the Community.</li> <li>• Provides accurate and timely administrative support services, including but not limited to checking, receipting and processing various documents, diary management, routine correspondence, travel arrangements, meeting and project support, creating, compiling and distributing documents as well as the collation of data, to assist the smooth operation of the Sub Unit.</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>• Completes routine financial transactions and purchasing in a timely manner and to a required standard to meet operational requirements.</li> <li>• Monitors budgets and prepare financial reports under guidance of Leader.</li> <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>

**CAPABILITIES REQUIRED**

**Qualifications, Requirements and Experience:**

- Qualification in relevant discipline such as visual arts, art history or event management or relevant experience.
- Intermediate experience in administrative and financial processes.
- Intermediate experience in the efficient utilisation of information systems and technology.

**Skills and Knowledge:**

- Intermediate administrative and financial skills with a strong attention to detail.
- Intermediate computing, numeracy and literacy skills.
- Intermediate keyboard / data entry skills.
- Intermediate organisational skills with the ability to prioritise competing tasks.
- Intermediate customer service skills.
- Intermediate communication and problem-solving skills.
- Knowledge of the practical application of occupational health and safety measures in the workplace including hazard identification in exhibition and event management.

**Key Stakeholder Relationships:**

- Support leaders and colleagues 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  
20 November 2018

**Next Up Leader Name**

Darren von Bergheim  
Signature



Date  
22 November 2018