

CITY OF WANNEROO POSITION DESCRIPTION

POSITION TITLE: Community Safety Support Officer	DIRECTORATE: Community & Place	DATE: 2024
REPORTS TO: Coordinator Community Safety	SERVICE UNIT: Community Safety & Emergency Management	LEVEL: 4
POSITION NUMBER:	SUB UNIT:	ROLE FOCUS: Service
ROLE BALANCE: (People/Scheduling/Technical) 10/10/80	JOB FAMILY:	ANZSCO CODE:

ORGANISATIONAL CONTEXT

The City of Wanneroo 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 Coordinator Community Safety, 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 administrative skills, knowledge, experience and judgement, guided by established policies, procedures, methods and guidelines to meet current and anticipated changing organisational needs.

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

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

Provide assistance and customer service to support the activities of the Service Unit, ensuring that service delivery is timely, effective and efficient and meets both customer needs and corporate standards.

KEY ACCOUNTABILITIES

Key Result 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 efficiency of the administrative function through proactively maintaining and participating in professional development activities and contributing to 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"> • Processes and practices are continually reviewed, ensuring delivery of quality outcomes and results for customers. • Proposes innovation and business improvement initiatives within area of activities. • Assist with the maintenance of the City's fixed CCTV network including administration of CCTV footage requests • Contributes to the development of reports, processes and procedures that support the work of the Service Unit and administration function.
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. • Contributes to the development of processes and procedures that support the work of the Service Unit. • 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 and administration function.
Resources, Governance, Compliance & Risk	<ul style="list-style-type: none"> • Ensures knowledge of and comply with safety, 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 a relevant discipline such as Community Safety or relevant experience in a similar role would be an advantage.
- Intermediate experience in administrative and financial processes.
- Experience in establishing strong and effective partnerships with community groups, service providers and other key stakeholders to develop responses to community issues and opportunities.

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 skills in the efficient utilisation of

- information systems and technology.
- Intermediate written and verbal communication skills with a focus on providing strong customer service.
- Intermediate organisational and time management skills, with the ability to prioritise competing tasks.
- 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 an office environment.

Key Stakeholder Relationships:

- Support the Coordinator Community Safety and Community Safety Officer 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

Signature



Date

04/12/24

Next Up Leader Name

Signature



Date

4/12/24.

