

CITY OF WANNEROO POSITION DESCRIPTION – TEAM MEMBER

POSITION TITLE: Community Development Support Officer	DIRECTORATE: Community & Place	DATE: April 2018
REPORTS TO: Team Leader Community Development	SERVICE UNIT: Community Development	POSITION NUMBER: CD32007 + (Multiple Positions)
JOB FAMILY:	SUB UNIT: Community Planning & Development	LEVEL: 5
ROLE BALANCE: (People/Scheduling/Technical) 10/10/80	ROLE FOCUS: Service	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 Community Development, 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.

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.

A challenging aspect of the role is undertaking accurate and consistent work and customer service within a dynamic environment that includes technological changes, 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 better customer outcomes and have the capacity 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, subject to consultation, and perform activities outside of those described in this position description, aligned to the skills, qualifications and training. A positive, proactive approach to change is required.

FUNCTIONAL ACCOUNTABILITY

Plan and implements community development initiatives that builds capacity and encourages the growth of self-sufficient communities to create a sense of place and promotes local identity.

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

- 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

- 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

- Plans and implements community development initiatives that enables achievement of the Strategic Community Plan and Corporate Business Plan, in accordance with policies, processes and procedures.
- 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

- 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

- 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 community development or equivalent is desirable.
- Relevant experience in a similar role is desirable.
- Foundational experience in the efficient utilisation of information systems and technology.
- C class Drivers Licence.

Skills and Knowledge:

- 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

