

Position Title	Team Leader Community and Cultural Support
Department	Community Services
Unit	Community & Cultural Services
Team	Community and Cultural Support Team
Supervises	9
Reports To	Manager Community & Cultural Services
Grade Range	G
Date Prepared	21/03/2023
Date Last Updated	16/07/2025

Our Vision & Values: A leading organisation that collaborates & innovates



We are committed to **safety**



We work as one **team**



We act with **integrity**



We care about our **customers**



We **continuously improve**

Primary purpose of position

The Team Leader plays a pivotal role in overseeing and coordinating administrative functions with a strong focus on providing support to the Community & Cultural Services Unit. This position will lead a team of Support Service Officers and Project Officers who are expected to collaborate across the Community & Cultural Services Unit to assist with the day to day operations of the unit. The Coordinator will manage Unit wide communications, including correspondence, website content updates and internal updates. This position will ensure that effective support is efficiently provided across the Unit.

Accountabilities

- **Team Coordination and Operational Support**
 - Lead and direct a team of Administration Support Officers and Projects Officers who support the Community & Cultural Services Unit across multiple locations
 - Develop and maintain effective administrative and project support through administration assistance to facilitate the achievement of work output targets for the Community & Cultural Services Unit
 - Coordinate the ongoing output of the Administration Support Officers and Project Officers, as well as managing performance and ensuring ongoing motivation and continuous improvement
 - Provide support to the Manager Community & Cultural Services and Executive Assistant to the Director Community Services as required
 - Allocate Administration Support Officers and Projects Officers across the unit to meet operational needs and ensure this allocation is operating efficiently
- **Budgeting & Financial Management**
 - Monitor team expenditure to ensure budget is on target
 - Manage purchase orders, invoice processing and service agreements
 - Assist Manager with quarterly budget reviews and forecasting to ensure effective resource utilization
- **Communication**
 - Developing the required relationships across the Council and influencing stakeholders to successfully deliver agreed outcomes
 - Manage internal and external communications, ensuring clear, consistent and timely messaging

- Prepare reports on the performance of the team for the Unit Manager in line with the Operational Plan
- Display a high level of problem solving and customer service skills by addressing complex issues and ensuring that customer enquiries relating to the area of expertise are responded to in a timely manner
- Liaise with Relevant organisations (eg State library, ALIA, PLA etc)
- **Continuous Improvement**
- Display continuous business improvement skills by identifying any opportunities for operational efficiencies.
- Continually review all processes and procedures to ensure continuous and sustainable operational effectiveness
- Maintain up to date knowledge of all relevant legislation, regulations and Government policies that affect the Service
- Identify potential areas of risk in relation to the service delivery and in consultation with the WHS Business partner and Coordinators, implement corrective actions
- Adhere to privacy legislation in the provision and sharing of information
- **Other**
- Develop and implement strategic unit plans to achieve best practice
- Responsible for assisting with the implementation and compliance with the WHS policy and associated systems
- Undertake other duties as directed by Manager Community and Cultural Services

Position capabilities and level

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities.

Capability Profile – People Leader Profile 2

Capability Group	Capability Name	Level
 Personal Character	Lead Self	Advanced
	Display Resilience	Adept
	Act with Integrity	Advanced
	Safety and Accountability	Advanced
 Relationships	Communicate and Engage	Advanced
	Customer and Community Focus	Adept
	Work Collaboratively	Advanced
	Influence and Negotiate	Adept
 Results	Plan and Prioritise	Advanced
	Think and Solve Problems	Adept
	Innovate and Improve	Adept
	Deliver Results	Advanced
 Resources	Finance	Adept
	Assets and Tools	Adept
	Technology and Information	Adept
	Procurement and Contracts	Adept
 People Leadership	Manage and Develop People	Adept
	Inspire Direction and Purpose	Adept
	Optimise Workforce Contribution	Intermediate
	Lead and Manage Change	Intermediate

Focus Capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least satisfactory level for a candidate to be suitable for appointment.

CBCity Capability Framework - Focus Capabilities

Group & Capability	Level	Behavioural Indicators
Personal Character		
Act with Integrity	Advanced	- Models ethical behaviour and reinforces it in others - Represents the organisation in an honest, ethical and professional way and sets an example for others to follow - Promotes integrity, courage and professionalism inside and outside the organisation - Monitors ethical practices, standards and systems and reinforces their use - Proactively addresses ethical and people issues before they magnify
Relationships		
Communicate and Engage	Advanced	- Presents with credibility and engages varied audiences - Translates complex information concisely for diverse audiences - Creates opportunities for others to contribute to discussion and debate - Demonstrates active listening skills, using techniques that contribute to a deeper understanding - Is attuned to the needs of diverse audiences, adjusting style and approach flexibly - Prepares (or coordinates preparation of) high impact written documents and presentations
Results		
Think and Solve Problems	Adept	- Draws on numerous sources of information, including past experience, when facing new problems - Demonstrates an understanding of how individual issues relate to larger systems

		• Makes appropriate recommendations based on synthesis and analysis of complex numerical data and written reports • Uses rigorous logic and a variety of problem solving methods to develop workable solutions • Anticipates, identifies and addresses risks and issues with practical solutions • Leads cross team/unit efforts to resolve common issues or barriers to effectiveness
Resources		
Procurement and Contracts	Adept	• Prepares documents that clearly set out business requirements, deliverables and expectations of suppliers • Delivers open, transparent, competitive and effective procurement processes • Manages relationships with suppliers and contractors to ensure expectations are clear and business needs are met • Takes appropriate actions to manage and mitigate procurement and contract management risks
People Leadership		
Manage and Develop People	Adept	• Seeks to understand the individual strengths, weaknesses, goals and concerns of team members • Defines and communicates roles and responsibilities and sets clear performance standards and goals • Coaches team members to help improve performance and development • Regularly discusses performance with team members and provides accurate, constructive reviews • Identifies suitable learning opportunities, including stretch assignments, based on individual needs, interests and goals • Addresses team and individual performance issues, including unsatisfactory performance, in a timely and effective way

* Focus Capabilities are those judged to be the most important at the time of recruiting to the position. The mix of “focus” capabilities can change over time, reflecting changing work priorities and current team strengths.

Delegations

Decisions associated with this position are to be made in accordance with the Delegations of Authority (Policy186) approved by the General Manager.

Code of Conduct

All staff are required to adhere to the Code of Conduct (CP25).

Work Health & Safety

All staff are required to adhere to Council’s WHS&E Responsibilities and Authorities document (REF229) and associated policies and procedures.

Records Management

All staff are required to comply with Council’s Records and Information Management policies, procedures and guidelines.

Qualifications and Experience

Essential Qualifications

- Diploma in Business Management or equivalent
- Working with Children Check
- Class C Drivers Licence

Essential Experience

- Experience in leading and motivating a team, including coaching, developing and guiding staff
- Excellent customer service skills and the ability to deal with complex issues and communicate with tact and diplomacy
- Demonstrated professional interpersonal, verbal and written communication, including listening and comprehension skills.
- Excellent time management skills with experience working with a high volume workload and achieving tight deadlines
- Demonstrated experience in the preparation and review of budgets, project documentation including plans, business cases, briefing reports and regular reporting
- Demonstrated collaborative and flexible team approach with attention to detail
- Experience in working within set guidelines
- Demonstrated ability to work as part of team to drive, influence and achieve performance, financial and contractual commitments
- High level of computer literacy across a range of devices and programs including experience in an automated public library access technology
- Be willing to contribute to personal and organisational development

- Demonstrated ability achieve outcomes, overcoming ambiguity and adapting to changing priorities
- Demonstrated experience in developing and implementing policies and procedures.
- Demonstrated experience in working with a diverse multicultural client base.
- Ability to maintain strict confidentiality at all times

Desirable Qualifications and or Experience

- Demonstrated skills in customer service and continuous improvement in service delivery
- Demonstrated experience in project and quality management and evaluation
- Experience in Local Government
- Strong critical thinking and business acumen

HUMAN RESOURCES USE (SELECT YES OR NO)	YES	NO
Does this position fall under the definition of child related employment?	☒	☐
Does this position require incumbent to undergo criminal reference check?	☒	☐
Does this position require incumbent to demonstrate good driving Licence class required: C Class Drivers Licence	☒	☐
Will incumbent need to make disclosure of pecuniary interest?	☒	☐
Could there be a conflict of interest with secondary employment?	☒	☐