

<b>Position Title</b>	Community Facilities Liaison Officer
<b>Department</b>	Community Services
<b>Unit</b>	Customer Experience and Recreation
<b>Team</b>	Community Facilities Liaison Officer
<b>Supervises</b>	Nil
<b>Reports To</b>	Team Leader Community Facilities
<b>Grade Range</b>	Grade G
<b>Date Prepared</b>	1/02/2017
<b>Date Last Updated</b>	3/11/2020

## 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

Assist with the management of Council's Leased and Licenced Community Facilities and ensure they are managed in accordance with the Local Government Act, and any other relevant legislation.

This role is the first point of contact for our internal and external stakeholders and will manage the relationships and expectations in regards to Council's Community Facilities Policy to achieve strong community outcomes.

A main focus is assisting with the end to end process of the leasing and licencing of Community Land and the ongoing management of Council's diverse range of stakeholders to ensure positive outcomes.

## Accountabilities






- Day to day management of Council's community focused leases and licences, including keeping accurate and up to date documents.
- Review and prompt improvements to management systems, processes and practises to improve our service delivery to the community.
- Assist in the delivery of the alignment of the management of all community leases and licences under one policy.
- Engage and consult with community organisations during the delivery of the alignment of the management of all community leases and licenses under one policy.
- Preparation of Tenders and Expressions of Interest documents for community facilities.
- Provide a high level of internal consultation and strong collaboration to assist with communicating and negotiating maintenance and capital works requirements with community organisations and groups, as well as liaising with Council's appointed legal advisors and/or Property Team.
- Work collaboratively with internal Business Units and stakeholders as necessary
- Maintain and improve ongoing relationships with customers, ensuring a high level of customer service, consulting with users and potential users on operational changes and manage complaints and requests promptly and courteously in accordance with Councils policies and procedures.

- Secure Councils revenue stream by ensuring hirers have completed the necessary documentation, payment and complied with the terms and conditions of relevant Policies.
- Other tasks and duties as required

## 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 – Technical/ Professional Specialist

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

## 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
<b>Relationships</b>		
Work Collaboratively	Advanced	<ul style="list-style-type: none"> <li>• Builds a culture of respect and understanding across the organisation</li> <li>• Facilitates collaboration across units and recognises outcomes resulting from effective collaboration between teams</li> <li>• Builds co-operation and overcomes barriers to sharing across the organisation</li> <li>• Facilitates opportunities to develop joint solutions with stakeholders across the region and sector</li> <li>• Models inclusiveness and respect for diversity in people, experiences and backgrounds</li> </ul>
<b>Results</b>		
Plan and Prioritise	Adept	<ul style="list-style-type: none"> <li>• Consults on and delivers team/ unit goals and plans, with clear performance measures</li> <li>• Takes into account organisational objectives when setting and reviewing team priorities and projects</li> <li>• Scopes and manages projects effectively, including budgets, resources and timelines</li> <li>• Manages risks effectively, minimising the impacts of variances from project plans</li> <li>• Monitors progress, makes adjustments, and evaluates outcomes to inform future planning</li> </ul>
<b>Relationships</b>		
Communicate and Engage	Adept	<ul style="list-style-type: none"> <li>• Tailors content, pitch and style of communication to the needs and level of understanding of the audience</li> <li>• Clearly explains complex concepts and technical information</li> <li>• Adjusts style and approach flexibly for different audiences</li> <li>• Actively listens and encourages others to provide input</li> </ul>

		<ul style="list-style-type: none"> <li>Writes fluently and persuasively in a range of styles and formats</li> </ul>
<b>Personal Character</b>		
Lead Self	Adept	<ul style="list-style-type: none"> <li>Initiates action on team/unit projects, issues and opportunities</li> <li>Accepts and tackles demanding goals with drive and commitment</li> <li>Seeks opportunities to apply and develop strengths and skills</li> <li>Examines and reflects on own performance</li> <li>Seeks and responds well to feedback and guidance</li> </ul>
<b>Resources</b>		
Technology and Information	Intermediate	<ul style="list-style-type: none"> <li>Shows confidence in using core office software and other computer applications</li> <li>Makes effective use of records, information and knowledge management systems</li> <li>Supports the introduction of new technologies to improve efficiency and effectiveness</li> </ul>

\* 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

- Tertiary qualifications or equivalent experience in a relevant discipline.

### Essential Experience

- Experience in a Customer Service or community focused role.
- Extensive knowledge and experience in managing community facilities and a high level understanding of working with community organisations.
- Demonstrated ability to act as an effective administrator by achieving project deadlines as well as managing and responding to conflicting priorities.
- Demonstrated relationship management experience and highly developed interpersonal skills
- Well developed written and verbal communication skills.

### Desirable Qualifications and or Experience

- Demonstrated ability to understand and assist in the preparation of planning and/or legal documentation to comply with legislative requirements.
- Knowledge of Local Government Act 1993, Crown Lands Act, particularly aspects relating to the public land management and other relevant legislation.
- Experience working with community organisations and groups.

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