

<b>Position Title</b>	Community Facilities Officer
<b>Department</b>	Community Services
<b>Unit</b>	Customer Experience and Recreation
<b>Team</b>	Community Facilities
<b>Supervises</b>	Nil
<b>Reports To</b>	Team Leader Community Facilities
<b>Grade Range</b>	D, step 1 - 3
<b>Date Prepared</b>	1/02/2017
<b>Date Last Updated</b>	3/09/2024

## 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

This role focuses on prioritising customer satisfaction by offering a comprehensive booking service for the community facilities managed by the Council, such as halls and centres. The focus will be on providing end-to-end support for customers throughout the booking process and also ongoing relationship management for our regular hirers.

## Accountabilities

- A key focus of this role is the day to day management of Council's community halls and centres by providing a booking service. This includes responding to customer enquiries at one of our Customer Service Centres front counters, by telephone and in writing within required timeframes.
- Maintaining the facilities booking system and providing statistical information on usage.
- Undertaking site inspections
- An ongoing high level of internal consultation and strong collaboration will be required to assist with communicating and negotiating maintenance requirements with community organisations and groups.
- This role also conducts reviews and updates documents relating to the hire/booking of Council facilities, responds to complaints and resolves potential conflict situations, drafts correspondence relating to matters on Council facilities and provides advice on the maintenance and development needs of Council facilities.

## 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 – Council Officer

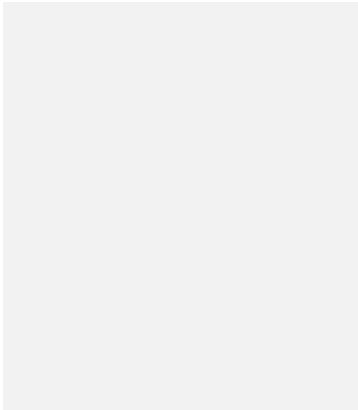
Capability Group	Capability Name	Level
 <b>Personal Character</b>	Lead Self	Adept
	Display Resilience	Intermediate
	<b>Act with Integrity</b>	Adept
	Safety and Accountability	Intermediate
 <b>Relationships</b>	Communicate and Engage	Intermediate
	<b>Customer and Community Focus</b>	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	Intermediate
 <b>Results</b>	<b>Plan and Prioritise</b>	Intermediate
	Think and Solve Problems	Intermediate
	Innovate and Improve	Intermediate
	Deliver Results	Intermediate
 <b>Resources</b>	Finance	Intermediate
	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>		
Customer and Community Focus	Adept	<ul style="list-style-type: none"> <li>• Demonstrates a sound understanding of the interests and needs of customers and the community</li> <li>• Takes responsibility for delivering quality customer- focused services</li> <li>• Listens to customer and community needs and ensures responsiveness</li> <li>• Builds relationships with customers and identifies improvements to services</li> <li>• Finds opportunities to work with internal and external stakeholders to implement improvements to customer services</li> </ul>
<b>Results</b>		
Plan and Prioritise	Intermediate	<ul style="list-style-type: none"> <li>• Participates constructively in unit planning and goal setting</li> <li>• Helps plan and allocate work tasks in line with team/project objectives</li> <li>• Checks progress against schedules</li> <li>• Identifies and escalates issues impacting on ability to meet schedules</li> <li>• Provides feedback to inform future planning and work schedules</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>
<b>Personal Character</b>		
Act with Integrity	Adept	<ul style="list-style-type: none"> <li>• Acts honestly, ethically and with discretion and encourages others to do so</li> </ul>



- Sets a tone of integrity and professionalism with customers and the team
- Supports others to uphold professional standards and to report inappropriate
- Respectfully challenges behaviour that is inconsistent with organisational values, standards or the code of conduct
- Consults appropriately when issues arise regarding misconduct, unethical behaviour and perceived conflicts of interest

\* 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

- Higher School Certificate or equivalent experience in a relevant discipline.
- Class C Drivers Licence

### Essential Experience

- Demonstrated capacity to deliver a community facilities booking service and/or facility management experience.
- Demonstrated experience in delivering a quality customer service experience.
- Demonstrated understanding of community organisations and working with key stakeholders.
- Demonstrated computer skills in Microsoft Office programs.
- Ability to work some evenings as required.

## Desirable Qualifications and or Experience

- Previous experience with a facility booking system

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"/>