

OPERATIONS OFFICER YITPI YARTAPUULTIKU

Our City Vision:

Port Adelaide Enfield is a welcoming, liveable City: made by people.

Our Goals

Thriving Community	Prosperous Economy	Clean And Green City	Places For People
<i>A City where people have the opportunity to connect and flourish</i>	<i>A City with a thriving economy that enriches its local community</i>	<i>A City that values its natural environment</i>	<i>An accessible City where people love to be</i>

Organisational Capability:

Our diverse workforce is resourced to deliver meaningful outcomes.
Our systems, processes and tools are contemporary and reflect leading practice.
Our assets and finances are managed with good stewardship.

We value our constructive workplace culture:

That is supportive, takes on challenges, seizes opportunity, builds great relationships and is proud of what we deliver for our diverse community. We inspire people to be creative, grow and learn. We place no limits on what we can achieve.

Our Organisational Values

Make a Difference We serve our community well <ul style="list-style-type: none">• Deliver public good• Improve the quality of people's lives• Community focussed• Deliver Council's City Plan	Grow & Improve We improve our work everyday <ul style="list-style-type: none">• Innovate• Continuously improve• Problem solve• Adapt & change• Engage the community• Shape the future	Better Together We collaborate & create to deliver meaningful outcomes <ul style="list-style-type: none">• Trust, honesty, integrity• Care & support each other• Work as a team• We celebrate success• We are accountable• Open communication
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POSITION DESCRIPTION

The position is:

Position Title	Operations Officer, Yitpi Yartapuultiku		
Department & Section	Community Development		
Team	Yitpi Yartapuultiku		
Reporting to	Operations Lead, Yitpi Yartapuultiku		
Positions Reporting to it	Nil		
Classification and Stream	MOA Level 3		
Position Number	5005	Prescribed Position:	YES <input checked="" type="checkbox"/> NO <input type="checkbox"/>

This is an identified position where Aboriginal/Torres Strait Islander identity, cultural knowledge or connections are a genuine aspect of the role.

This position is intended to constitute a special/equal opportunity measure under section 8(1) of the Racial Discrimination Act 1975 (Cth), and s 65 of the Equal Opportunity Act 1984 (SA).

Note: any reference to Aboriginal peoples within this position description refers to Aboriginal and Torres Strait Islander peoples.

How does this position contribute to our community?

- Supports the delivery of the Yitpi Yartapuultiku Aboriginal Cultural Centre to be a place for Aboriginal and non-Aboriginal people to learn, experience and be immersed in Aboriginal culture.
- Assist with site operations and administration to ensure the Yitpi Yartapuultiku customer experience is welcoming, safe and respectful.

What does the position do?

- Provide day-to-day operational support of Yitpi Yartapuultiku Aboriginal Cultural Centre, with a focus on administration and retail operations in a way that supports the vision and key objectives of the Cultural Centre.
- Delivery of best practice customer service and visitor experiences across the Cultural Centre.
- Retail sales of souvenirs and merchandise, using point-of-sale software, including cash handling, register balancing, retail stock control and ordering.
- Responsible for day-to-day operational activities including, but not limited to, financial reconciliation, processing purchase orders/invoices, order office supplies and sundry housekeeping.
- Support the rostering of Yitpi Yartapuultiku to ensure the operational needs of the facilities are met.
- Work collaboratively with Yitpi Yartapuultiku team and stakeholders to support a range of activities, programs, tours and events.
- Support Venue Officer with use of bookable spaces at the Centre, including room preparation, technology support, room bookings and liaising with venue hirers, caterers and artists.
- Undertake facility inspections and liaise with relevant departments to ensure that Council facilities are maintained to a high level.
- Ensure that Yitpi Yartapuultiku Aboriginal Cultural Centre is physically, culturally and psychologically safe.
- Exercise initiative and judgement in applying established procedures to meet operational objectives.

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- Operate within established community governance processes that maximise Aboriginal communities' participation outcomes and support shared decision making.
- Ensure all day-to-day activities of Yitpi Yartapuultiku are conducted in a culturally respectful and appropriate manner.
- Oversee the activities of casual staff, volunteers and work experience students.
- Work some out of hours, evenings, and weekends to support the operational requirements of the Cultural Centre.

What outcomes does the position deliver?

- The lives, wellbeing, culture and spirituality of Aboriginal peoples is supported and improved.
- The connection and respect between Aboriginal and non-Aboriginal people is enhanced.
- Yitpi Yartapuultiku grows and develops as a vital community place and cultural destination for all people.
- Yitpi Yartapuultiku thrives through authentic community participation that places community, culture and Country at the centre.
- Operation of Yitpi Yartapuultiku is managed in alignment with agreed strategic goals and objectives.
- The priorities and resources of Yitpi Yartapuultiku are responsive to community needs.
- Yitpi Yartapuultiku is managed in a culturally sensitive and respectful manner.

The behaviours we expect the position to contribute to our workplace are:

- Effective communication and information sharing.
- Customer focused and passionate about delivering for our community.
- Alignment to PAE Values and Code of Conduct.
- Interpersonal skills that build good work relationships.
- Sound problem solving, innovative thinking and informed decision making.
- Enthusiasm to complete tasks.
- A commitment to personal development and improvement.
- Adaptability and flexibility to new ideas and concepts.

Qualifications for the position

- A relevant formal qualification, or equivalent experience.
- A Working with Children Check Clearance, or willingness to obtain prior to commencement (essential).
- Child Safe Environments Training, or willingness to undertake upon commencement (essential).

Experience

- Experience in providing a high level of customer service and administrative support in a local government, community or arts/culture setting is essential.
- Demonstrated experience in day-to-day operations of community facilities including bookings, WHS, community enquiries, and activity/program support.
- Operating a point of sale (including cashiering) software (Xplor Recreation) and cash handling experience.
- Overseeing volunteers.

Knowledge

- Roles and functions of community and Aboriginal cultural centres/facilities.
- Facility management administrative processes and procedures (or equivalent administrative knowledge).

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- Customer service principles and processes.
- Understanding of functions of technologically based systems such as MS Teams, Document Management systems, Bookings systems, SharePoint.
- Knowledge of principles and practices of volunteer management.
- Knowledge of records management responsibilities and practices

Information Management/Cyber Security

- Appropriate information management practices are implemented.
- Maintain knowledge and application of Council's IT systems relevant to role.
- Maintain a working understanding of and follow Council's cyber security controls.

Child and Vulnerable People Safe Environment

- A child and vulnerable people safe environment is maintained and promoted.
- Promote protection, safety and wellbeing of children and other vulnerable people.

Procurement and Contract Management

- Responsible for complying with Councils procurement policy and processes.
- Proficient in the application and requirements of procurement within a Local Government context.
- Requirement to undertake regular training regarding procurement and contract management activities.

Our Safety and Return to Work Commitments

All Employees

- Take reasonable care for their own health and safety.
- Take reasonable care that their acts or omissions do not adversely affect the health and safety of other persons.
- Comply, so far as reasonably able, with any reasonable instruction that is given to ensure their safety.
- Co-operate with any reasonable WHS policy or procedure relevant to their work.
- Participate in the RTW process if injured at work as set out in the Return-to-Work Act 2014.

Employee Signature: _____

Print Name: _____

Date: _____