

POSITION DESCRIPTION

COMMUNITY FACILITIES BOOKINGS OFFICER

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	Grow & Improve	Better Together
We serve our community well	We improve our work everyday	We collaborate & create to deliver meaningful outcomes
<ul style="list-style-type: none"> • Deliver public good • Improve the quality of people's lives • Community focussed • Deliver Council's City Plan 	<ul style="list-style-type: none"> • Innovate • Continuously improve • Problem solve • Adapt & change • Engage the community • Shape the future 	<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

The position is:

Position Title	Community Facilities Bookings Officer		
Department & Section	Community Development – Community Learning & Libraries		
Team	Community Centres		
Reporting to	Community Centres Team Leader		
Positions Reporting to it	Nil		
Classification and Stream	MOA Level 3		
Position Number	5070	Prescribed Position:	YES <input checked="" type="checkbox"/> NO <input type="checkbox"/>

How does this position contribute to our community?

- Improves community participation, connection, wellbeing and quality of life by facilitating access through our online booking system to halls and reserves.
- Supports fair, equitable and inclusive access to community facilities, through exceptional customer service ensuring adherence to policies and guidelines.
- Identifies opportunities to improve administration processes to enhance efficiency, the customer experience and increase venue utilisation.

What does the position do?

- Support the efficient use of facilities and venues by coordinating bookings, avoiding scheduling conflicts, and ensuring spaces are used to their full potential.
- Administer end to end facilities booking service for Council facilities and venues.
- Apply the Schedule of Fees and Charges and ensure compliance with Council's conditions of hire.
- Capture all booking requests and approvals in Council's facility booking system and maintain data integrity.
- Monitor the conduct of hirers and coordinate cost recovery where conditions of hire are breached by users.
- Undertake regular facility inspections and liaise with relevant stakeholders to ensure that Council facilities and venues are maintained to a high level.
- Develop and maintain professional and productive relationships with long term and regular hirers across our diverse community.
- Coordinate with the Permits Officer for community users of community land.
- Provide guidance, training and support for users of Council's facility online booking system (SpacetoCo)
- Ensure keys and swipes for access to facilities and venues are safely stored, accurately recorded and distributed within the necessary timeframes.
- Ensure all facilities and venues are fit for purpose internally and externally and use Council's PACE recording system to log building and maintenance issues.
- Review and process one-off requests for spaces or facilities. This includes checking if permits or bonds are needed, ensuring the request meets guidelines, and referring complex requests to the team leader.

- Help promote community access by assisting with enquiries, providing clear information about availability and requirements, and encouraging a fair and inclusive approach to bookings.
- Resolve post-hire issues, including recouping payments for damages, additional unauthorised access or after-hours callouts and cleaning.
- Maintain and keep up to date knowledge of audio-visual and specialised equipment and liaise with contractors when required.
- Provide updates and reports on how facilities and venues are being utilised and any outcomes or benefits achieved through their use.
- Monitor trends in venue utilisation and where required, identify and implement adaptive solutions to meet the evolving needs of hirers including expectations around technology, event styling and catering services.
- Undertake other reasonable duties as required.

What outcomes does the position deliver?

- Community groups, clubs, families, organisations and businesses are able to gather and enjoy use of community facilities and venues.
- Access to facilities and venues is administered with high efficiency, consistency and excellent customer service.
- Halls are fit for purpose, meeting community and business expectations.
- Customers are satisfied their enquiries are met within agreed timeframes.

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

- High level of customer service.
- 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 Certificate III in Business Administration or equivalent experience (desirable).
- A current Working with Children Check Clearance, or willingness to obtain prior to commencement (essential).
- Child Safe Environments Training, or willingness to undertake upon commencement.

Experience

- Minimum three years working experience in administration, facility booking, or venue hire (highly desirable).
- Experience using bookings software or comparable online booking programs (highly desirable).
- Experience in the delivery of customer service to internal and external customers (essential).
- Experience working with diverse communities (highly desirable).

Knowledge

- Knowledge of community development principles and practices (desirable).
- Knowledge of Permit processes (highly desirable).
- Knowledge of the Local Nuisance and Litter Control Act 2016 (desirable).

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.

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: _____