

POSITION DESCRIPTION

CORPORATION OF THE CITY OF UNLEY

1. JOB IDENTIFICATION:

Title of Position: COORDINATOR FULLARTON PARK COMMUNITY CENTRE

Business Unit: COMMUNITY CONNECTIONS

Reports to: COMMUNITY CENTRES LEAD

Classification: MOA 5

2. POSITION OBJECTIVES:

- Ensure the effective and efficient day-to-day operations of Fullarton Park Community Centre (FPCC) in accordance with Council's strategic and corporate goals.
- Responsible for the Centre's operational functions including administration, facility use and hire, facilitate community information and program delivery.
- Supervise and provide leadership to Council staff and volunteers based at the Centre, including supporting staff professional development.
- Initiate, develop and project manage a range of services, programs and events run at the Centre, ensuring a diverse annual program based on current and emerging community needs.
- Liaise and work with various Council staff members and regulatory authorities to meet the objectives of the Centre.

3. KEY RESPONSIBILITIES:

- Effectively coordinate the operations of FPCC in line with Council objectives, seeking to maximise the efficiency and operations of the Community Centre.
- Effectively recruit and supervise staff and volunteers, monitor and managing performance in line with Council policies and growing a constructive culture within the Centre.
- Plan, develop, implement, and manage programs, services, and activities, in response to identified needs of the local community.
- Actively promote the Centre and activities to maximise usage of the facility.
- Provide exemplary customer service, respond to enquiries, and resolve complaints.
- Prepare and monitor annual budgets, including monthly reporting on variances and identifying subsequent actions.
- Develop and maintain effective working relationships with key stakeholders.
- Proactively seek and secure funding from external sources.
- Regularly seek feedback from the community on satisfaction levels and improvement opportunities and action as appropriate.
- Ensure legislative compliance and monitor that the Centre operates within Council policy and risk management strategies.



Better Together



Be Progressive



Strive for Excellence

- Support the Team Leader and Manager of Community and Cultural Centres in their roles.
- Responsible for the Centre's operational functions including administration, facility use and hire, facilitate community information and program delivery.
- Encourage collaboration and networking opportunities with other local community Centres, community organisations and service providers to foster the effective use of resources.
- Using a community development approach, support community groups and organisations to grow their capacity.
- Demonstrate and support the City of Unley's values when working with others and the community.
- Manage the collection of statistical data for the Centre, providing reports quarterly.
- Oversee the annual program and calendar including annual hall hire agreements and schedule of space.
- Build and foster supportive relationships with customers, offering unique and innovative solutions, and partnering with them to promote community participation and leadership.
- Develop and coordinate the FPCC school holiday program, including preparing promotional materials.
- Oversee Hughes Gallery exhibition schedule. Provide support to artists exhibiting in the Hughes Gallery. • Undertake other duties associated with the position as required.

Managers must comply with WHS and Return to Work SA legislation requirements and relevant WHS policies, procedures and safe work practices implemented by the City of Unley.

Key WHS Responsibilities:

- Actively participate in leading and implementing programs and initiatives to ensure an effective safety culture where everyone goes home safe and well each and every day.
- Lead the implementation of the City of Unley's WHS Management System within their team/section and support the WHS committees.
- Actively participate and encourage preventative WHS strategies, team meeting discussions and training.
- Lead the early intervention strategies and support injured workers in the return to work (RTW) processes.

SAFE ENVIRONMENT:

- Comply with the City of Unley Safe Environment policy and all relevant policies and procedures.
- Notify the Department of Human Services if, on reasonable grounds, you suspect that a child has been or is being abused or neglected if the suspicion is formed in the course of your work while carrying out official duties.
- Notify the Department of Human Services if, on reasonable grounds, you suspect that an aged and/or vulnerable person has been or is being abused or neglected if the suspicion is formed in the course of your work while carrying out official duties.
- Seek advice and support from your Team Leader, Manager or the People & Culture team if a notification is required.
- Advise your Team Leader, Manager or the People & Culture team if there is a change in your criminal history status and undertake a Department of Human Services Screening every three or five years (time frame is related to specific clearance type), unless more regular screening is required for legislative purposes.

EQUAL OPPORTUNITY EMPLOYMENT

Contribute to the promotion and adherence of the employee conduct standards and in particular Equal Opportunity by adhering to the provisions of relevant legislative requirements.

Actively support and contribute to the City of Unley's organisational values.

OUR VALUES





Better Together

Looks like ...

- Everyone matters
- Embrace diversity and difference
- Work as a team
- Collaborate with others
- Show care and support
- Share information and share the load
- Celebrate the wins, and the effort to get there



Be Progressive

Looks like ...

- Adapt, experiment and try new ways
- Be agile, open and take the right risks
- Seek new information & perspectives
- Learn and grow
- Embrace challenge and take action
- Shape the future



Strive for Excellence

Looks like ...

- Deliver our best work
- Set the benchmark high
- Be the best at getting better
- Reflect, evaluate and measure
- Achieve outstanding results
- Have pride in working for local government

4. PERFORMANCE AND SKILL REQUIREMENTS:

a) Qualifications/Experience

Essential

- Current DHS Working with Children clearance.
- Experience managing community development programs/services.
- Experience in negotiation with funding bodies and other service providers.
- Experience in managing, developing and mentoring staff and volunteers.
- High level of experience in implementing and championing customer service strategies and applying corporate standards.
- Demonstrated experience in problem-solving and lateral thinking to effectively resolve simple and complex customer enquiries.
- Planning, developing, implementing, and evaluating community programs.

NOTE: Copies of the above listed qualifications/licences/certificates are required as evidence on appointment.

Desirable

- Local government experience.

b) Knowledge

Essential

- Community development principles.
- Sound knowledge of programs, activities and services provided by local government.
- Research, evaluation, and community consultation practices.
- Customer service techniques and practices.
- Marketing and promotion techniques are inclusive of all sectors of the community.
- Sound knowledge of volunteer and customer values, principles, practices, and standards.

Desirable

- Sound knowledge of the functions and processes of local government and Community Centre operations.

c) Skills

Essential

- Proficiency in the use of Microsoft Suite of Applications, 365 and internet technologies.
- Highly developed interpersonal and communication skills.
- Sound leadership, problem solving and conflict resolution.
- Community consultation, research, and analysis.
- People leadership and the ability to work collaboratively with a multidisciplinary team.
- Proven ability to work autonomously and demonstrate initiative.
- Skills in programming and project development, management, and evaluation.
- Ability to manage change constructively whilst championing a positive culture.

- Ability to keep clear, detailed records and write reports and submissions.
- Ability to train, support and work with volunteers.
- Ability to identify sources, write successful funding submissions and manage budgets.
- High level of analytical thinking, attention to detail and accuracy.
- Ability to navigate through challenging customer interactions to manage and resolve conflict.
- Plan, review and develop Centre-based programs that align with community development principles.
- Ability to work under pressure, adapt and manage conflicting work demands and priorities.
- Champion Council's values and positively contribute to the teams' overall performance to exceed outcomes and deliver outstanding customer service, programs, and events.

Desirable

- Knowledge of community resources, organisations and service providers.

d) Personal Attributes

Essential

- A high level of emotional intelligence and diplomacy.
- A motivation to learn and self-develop.
- Self-directed, committed, and innovative.
- Ability to work with people from diverse backgrounds and disciplines.
- Maintain a professional appearance at all times.
- Proactive, flexible, and willing to learn on the fly.
- Flexibility, adaptability, and versatility of approach to effectively manage changing customer service needs.

e) Responsibilities

- Managing resources (financial, human and physical) to ensure activities are delivered to plan, within timeframes, quality and budget.

f) People Management

- Demonstrated ability to lead, manage and develop people in order to manage work and resources across a range of complex projects.
- Proven ability to negotiate, motivate, develop and influence others towards common organisational outcomes, particularly when faced with resistance.
- A commitment to ongoing professional development and continuous learning

By signing this position description the employee and the employee's manager agrees that it is an accurate reflection of the responsibilities and requirements of the position:

Incumbent:

Date:

Manager:

Date: