

POSITION DESCRIPTION

Position Title:	Connected Communities Liaison Officer		
Classification:	Band 5	Status	Part-time (FTE 0.3)
Group:	Liveable Communities	Business Unit:	Active and Connected Communities
Reports to:	Senior Liaison Officer Connected Communities		
Direct Reports:	N/A	Date:	March, 2024

ORGANISATIONAL CONTEXT

Cardinia Shire Council is committed to building a sustainable shire for present and future generations to enjoy. Council plays an important role in contributing to life in our community. We provide services which supports the wellbeing of our residents now and into the future.

To deliver on our commitment, we are developing a skilled and professional workforce that embraces our organisational culture, values, and demonstrates key leadership capabilities. Our culture is defined by working together, working differently, and working for the future. We value teamwork, respect, accountability, communication, and customer focus. These values underpin our work and our behaviours ensuring we deliver on the Council's vision while maintaining a healthy, engaging, and inclusive workplace.

POSITION OBJECTIVES

- To provide efficient and effective operational, administrative and customer service functions for Community Development practices, Councils Community partnerships and council facilities.
- To provide high level customer service to community members and internal teams in a timely, professional, and effective manner.

KEY RESPONSIBILITIES AND DUTIES

Key responsibilities include but are not limited to;

- Respond to community enquiries regarding Council programs and venues
- Manage enquiries and administration of accounting processes.
- Ensure effective and efficient administration of the assigned community facilities.
- Provide accurate and high-quality customer service, responding to a wide range of customer requests
- Administer and implement operational procedures and systems to facilitate partnerships with community organisations.

- Financial administration Administer the financial systems (invoicing) for the operation of the assigned community facilities, including fees and charges, utility and overhead charges, payments and returns of bonds and fees.
- Administer and coordinate the promotion of Council and Councils partners partners programs including updating the website and development of promotional materials.
- Liaise with Internal teams in the coordination of access for repairs, waste management, cleaning, and maintenance works to community facilities in a timely manner.
- Provide administrative support for the team in the preparation of agendas, minutes and associated documentation for relevant committees and meetings.
- Assist with the administration of award nomination and grant programs
- Assist with payments to eligible community groups and grants
- Assist with the governance administration of community facilities (e.g., advertising AGM's)

General

- As part of the broader Connected Communities Team contribute to the development of organisational, strategic, and business plans for the achievement of financial, quality management and customer service targets.
- Keep up to date with developments, legislation, and regulations relevant to the requirements of the position.
- Support and assist other staff in the department, to achieve individual, departmental, and corporate objectives.

POLICY AND PROCEDURE COMPLIANCE

- Adhere to and promote HR, IT, OH&S/Risk Management policies, procedures, and practice guidelines along with Child Protection Policy and Practice Guidelines, Data Protection/Confidentiality, Aged Friendly Cities, Child Friendly Cities and Communities.
- Demonstrate understanding and accountability for record keeping policy including the accuracy and capture of data, the sensitivities involved and the release and destruction of documents.
- Ensure compliance with Council financial and procurement policies and procedures in ensuring an adequate standard of internal control over finances is maintained

ACCOUNTABILITY AND EXTENT OF AUTHORITY

- Accountable for providing accurate and timely information to internal and external customers.
- In conjunction with the Team Leader this position is accountable for legislative responsibilities under the Tenancy Act and in ensuring that a duty of care is undertaken community venue tenants.
- Accountable for exploring and implementation of new income generating activities within the Community facilities.
- The high level of public contact means that the position impacts directly on the image of Council in the community.

JUDGMENT AND DECISION MAKING

- The position has authority to make day-to-day decisions on bookings and projects. Decisions of a more sensitive nature must be referred to the Connected Communities Senior Liaison Officer. Decisions would generally be based on policy, strategy or agreed procedures but the

incumbent requires the ability to recognise when a new approach is appropriate. Initiative and creativity are encouraged.

- Guidance and advice are usually available within given timeframe to make a choice.
- Exercises judgement in the coordination of specific programs and initiatives.
- Required to exercise judgement in problem solving and developing.
- Objectives of the work usually well defined, but method, technology, process, or equipment must be selected from a range of available alternatives.
- May involve problem solving using guidelines, professional/technical knowledge, or experience; problems may be complex, and solutions not related to previously encountered situations and require some creativity and originality.
- Decisions and actions may be subject to appeal or reviewed by more senior employees.
- Freedom to act set by clear objectives and/or budgets, frequent consultation with senior staff and a regular reporting mechanism to ensure adherence to plans, however has scope to use some discretion.

SPECIALIST KNOWLEDGE AND SKILLS

- An understanding of local government's role and place in the community and how that interconnects with not-for-profit and non-government agency sector.
- An understanding of and commitment to principles and models of community development.
- Sound knowledge and understanding of the procedures and processes, policies and legislation required to manage a diverse range of events and activities within a venue and facility management.
- Proven ability to conduct research and collate data.
- An understanding of the function of the position within its organisational context, including relevant policies, regulations, and precedents.
- An understanding of long-term unit goals and appreciation of wider organisational goals is required within this position.

INTERPERSONAL SKILLS

- Ability to communicate verbally and in writing effectively with a diverse range of community members, community partners, volunteer groups, committees, Council officers from various professional disciplines and representatives of various government and community agencies
- An ability to work autonomously and as part of a team to deliver positive organisational outcomes.
- Excellent negotiation skills.
- Ability to gain co-operation and assistance from others and discuss and resolve problems.

MANAGEMENT SKILLS

- Skills in managing time, planning, and organising own work and setting priorities to achieve specific objectives within available resources and timetable.

QUALIFICATIONS AND EXPERIENCE

- Experience working in a similar role within the community sector.
- Administration and customer service experience is desirable.
- Knowledge and experience in facility management processes is desirable.

- Knowledge of systems such as Ungerboeck, Smarty Grants and Technology One will be highly regarded.
- A current Victorian Drivers Licence.
- A current Victorian Working with Children Check.

KEY SELECTION CRITERIA

- High-level administration skills and customer service experience.
- Demonstrated ability to communicate both verbally and in written form to a broad range of people from diverse backgrounds and cultures.
- Demonstrated capacity to manage facility booking systems and associated processes.
- Excellent self-management skills, ability to prioritise and have an attention to detail.
- Demonstrated ability to achieve objectives within set timeframes, set priorities and plan and organize own work.
- Expertise in using Microsoft Office software (Word, Excel, PowerPoint, Outlook) Tech One and Ungerboeck desirable.
- Understanding of the service sector environment for Cardinia Shire and ensure high quality, easily accessible information is available to the community.

CONDITIONS OF EMPLOYMENT

Terms and conditions of employment are in accordance with the Cardinia Shire Council Enterprise Agreement 2021 and Cardinia's policies and procedures.

Tenure	This is a part-time ongoing position.
Pre-employment checks	All appointments are subject to a National Police Record Check, preemployment medical check, and a six-month probationary period (new employees only). Certain positions may also require a Working with Children Check.