

POSITION DESCRIPTION

COMMUNITY CENTRE SUPPORT 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
• Deliver public good • Improve the quality of people's lives • Community focussed • Deliver Council's City Plan	• Innovate • Continuously improve • Problem solve • Adapt & change • Engage the community • Shape the future	• Trust, honesty, integrity • Care & support each other • Work as a team • We celebrate success • We are accountable • Open communication

POSITION DESCRIPTION

The position is:

Position Title	Community Centres Support Officer		
Department & Section	Community Learning and Libraries		
Team	Community Centres		
Reporting to	Community Centre Team Leader		
Positions Reporting to it	Nil		
Classification and Stream	MOA Level 2		
Position Number		Prescribed Position:	YES ☒ NO ☐

How does this position contribute to our community?

This position supports fair, equitable and inclusive access to community facilities through exceptional customer service and adherence to policies and guidelines.

The Community Centre Support Officer provides efficient and effective administration support to Community Centres and Community Hall Bookings that enables the smooth daily operations of community facilities.

What does the position do?

- Deliver exceptional customer service that is welcoming, responsive and inclusive by providing first point of contact for Community Centres through answering phones, greeting people coming into the centre and responding to email enquiries
- Support the administration of bookings enquiries and information through SpacetoCo, coordination of key pickups, and follow up with hirers and groups
- Support the development and promotion of activities and programs through social media content and creation of promotional materials, such as flyers
- Assist the Community Development Officers with tasks within the Community Centre as required
- Develop and maintain professional and productive relationships with long term and regular hirers across a diverse community
- Conduct regular inspections of the facility and report any maintenance requests through the online system
- Assist the Community Facilities Booking Officer with community hall bookings, key allocations and associated tasks as required
- Support the data collection through regular surveys with volunteers and centre users
- Develop positive relationships with Community Centre users and nurture connections between community members
- Receive and receipt payments in accordance with policies and procedures
- Support the Community Development Officers with program delivery
- Other reasonable duties as required
- Work at other locations within Council if required
- Flexibility to work additional hours may be required at times to provide coverage during periods of leave for the Community Development Officer.

What outcomes does the position deliver?

- Community groups, clubs, families, organisations and businesses are able to gather and enjoy use of community facilities
- Access to facilities is administered with high efficiency, consistency and excellent customer experience
- Fair, equitable and inclusive access to community facilities is experienced by community members

- Community Centre participants experience a strong sense of connection to the centre and to other participants

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

- Effective communication and information sharing
- Engages with community members in a warm, friendly, and respectful manner to build trust and a sense of belonging
- 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
- Effective and understanding communication with a range of diverse people including those with disabilities and/or people with CALD backgrounds
- Ability to maintain appropriate professional boundaries
- A commitment to personal development and improvement
- Adaptability and flexibility to new ideas and concepts

Qualifications for the position

- Training or equivalent experience in Administration, Community Services or relevant field.
- A current Working with Children Check Clearance, or willingness to undertake prior to commencement is essential.
- Child Safe Environments training, or willingness to undertake upon commencement.

Experience

- Experience in an administration position or community organisation is desirable.
- Experience in purchasing and invoicing processes and procedures.
- Experience with clerical systems, office, and financial procedures and with supporting community-based initiatives.
- Experience in a community centre is desirable.

Knowledge

- Knowledge and understanding of Records Management Responsibilities and Local Government practices (desirable).
- Knowledge of community development principles and practices (highly regarded).

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 Council's 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

POSITION DESCRIPTION



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: _____