

POSITION DESCRIPTION

TITLE:	Senior Liaison Officer – Connected Communities
CLASSIFICATION:	Band 6
STATUS:	Full Time
BUSINESS UNIT:	Active and Connected Communities
DATE:	August 2022

ORGANISATIONAL CONTEXT

Our vision is that the unique identity of our urban, hills and rural areas is strengthened. We meet the challenges we face together as a community. How we respond balances the needs of our people, businesses, our productive land and natural environments.

To undertake this vision successfully we are developing a skilled and professional workforce that embraces our organisational culture, values and demonstrates key leadership capabilities. We define our culture as working together, working differently and working for the future. The values of teamwork, respect, accountability, communication and customer focus underpin our work and our behaviours to ensure we deliver on the Council's vision while maintaining a healthy, engaging and inclusive workplace. The Leadership Capability Framework describes what we do as leaders and the Values form the basis of how we behave in the workplace and conduct the business of planning.

Council plays an important role in contributing to life in your community by providing many of the services and facilities that residents of all ages access every day. Council provides traditional local government services like local roads, waste management, and planning, building and animal control. But beyond this we provide much more. We work with residents from newborn babies, to young people, families and our senior citizens.

Cardinia Shire Council values Inclusion and Gender Equality and does not condone any negative behaviours as outlined in our Workplace Behaviours policy. This includes, and is not limited to, discrimination, bullying, family violence, victimisation and breaches of our other workplace policy.

ORGANISATIONAL RELATIONSHIP

Reports to:	Connected Communities Team Leader
Supervises/Direct Reports:	Connected Communities Liaison Officer
Internal Liaisons:	Active and Connected Communities, Buildings and Facilities, Finance, Communications and Engagement, Risk management and OHS and other relevant staff across Council
External Liaisons:	General public, Community organisations and groups, contractors and businesses.

This position description Community Facilities refers to Council owned facilities which may include halls, hubs, and community complexes.

POSITION OBJECTIVES

To provide professional guidance and support to the Connected Communities Liaison Officers in the management and hiring of Council Facilities. Overseeing partnerships with facility stakeholders and improve access in safe and effective ways. Working closely with other colleagues in Council to ensure the best outcomes for the community.

KEY RESPONSIBILITIES AND DUTIES

Key responsibilities include, but are not limited to:

- Provide support, training and guidance to the Connected Communities Liaison Officers.
- Oversee the governance and partnerships for the facilities managed by the Connected Communities team.
- Manage effective stakeholder relationships.
- Developing frameworks and procedures for their usage.
- Strategically managing budgets.
- Develop and implement a strategic plan for operations of facilities managed by the Connected Communities team.
- Development of hire agreements, licences and leases (with assistance from the Property team).
- Oversee software systems and processes required to effectively manage the Connected Communities facilities.
- Oversee the financial systems and processes for invoicing for hire or rent, allocation of fees and charges, payments and returns of bonds.
- Liaise with internal Council teams on the scheduling and implementation of maintenance and/or capital works, and facility inspections.
- As part of the broader Connected Communities Team contribute towards team goals and aspirations.

POLICY AND PROCEDURE COMPLIANCE

- Adhere to (and promote) HR, Finance, Procurement, IT, OH&S/Risk Management policies, procedures and practices.
- Keep up to date with developments, legislation, and regulations relevant to the requirements of the position.
- 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.
- In accordance with Council's Fraud Control Policy and the Fraud Control Plan, identify risks and report where required.

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.
- Development of policies, strategies, frameworks and procedures for the usage of 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

- Make recommendations and provide advice to Council, staff, customers and the community on the relevant services, processes, policies, and practices associated with the role.
- Exercises judgment in making decisions relating to the responsibilities and duties of the position.
- Guidance and advice is usually available and incumbent will be required to solve problems using a range of techniques and initiatives.
- Ability to make independent decisions within the scope of the position and in line with council policies and practice guidelines.

SPECIALIST KNOWLEDGE AND SKILLS

- Comprehensive 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.
- Ability to strategically manage set budgets.
- Considerable knowledge of the complexities of managing a multi-space venues and facilities.
- Sound knowledge of Local Government functions, issues, roles and processes.

- Excellent computer knowledge, including Windows, Publisher, and Website software packages highly desirable.

INTERPERSONAL SKILLS

- Highly-developed communication, negotiation, problem solving and prioritisation skills.
- Understanding of the considerations when working with diverse communities.
- Excellent customer service skills and ability to provide information and communicate with tact and diplomacy when required.

MANAGEMENT SKILLS

- Ability to plan and set priorities and manage time to ensure venue and program objectives are delivered efficiently and effectively.
- Ability support staff members including professional development, rostering, workload prioritisation.
- Understanding the principles of continuous improvement and a quality-based approach to service development and delivery.
- Ability to help develop and manage operational budgets, oversee and administer day to day financial operations and processes.
- Creativity, innovation and a high level of initiative is expected in areas of responsibility.
- Actively contribute to strategic planning, funding applications for the improvement of Council facilities.

QUALIFICATIONS AND EXPERIENCE

- Demonstrated experience as an effective people leader.
- Experience in the management of budgets and risk.
- A degree in Business Management, Community Development and Social Sciences would be highly regarded.
- Previous experience in software systems and change management will be highly regarded.
- Experience in the development of processes and procedures for the hire of facilities.

KEY SELECTION CRITERIA

- Proven ability to build rapport and establish positive relationships with members of the community and colleagues.
- High level of administration and customer service skills.
- Excellent budget and risk management experience.
- Experience in development of process and procedures for the hire of facilities.
- Proven ability to work autonomously and as a part of a team.

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 full-time ongoing position

Pre-employment checks

All appointments are subject to a National Police Record Check, Working With Children Check, pre-employment medical check, and a six-month probationary period (new employees only). In line with recent Victorian Government announcements, positions in healthcare require the incumbent to have and maintain the necessary mandatory COVID-19 vaccinations.