



# SORELL COUNCIL

## POSITION DESCRIPTION

<b>Position Title</b>	Works Support Officer – Facilities
<b>Workgroup</b>	Facilities & Recreation
<b>Reports to</b>	Manager - Facilities & Recreation
<b>Classification</b>	3
<b>Employee Status</b>	Part-Time (0.4FTE)
<b>Location</b>	South East Stadium and Sports Complex

### Primary Position Purpose

The **Works Support Officer – Facilities** is responsible for maintaining the bookings system for Council Facilities including the Southeast Stadium & Sports Complex.

A primary focus of the role is to ensure the efficient operation of the facilities workgroup and the effective delivery of services, in accordance with Council's strategic, operational and policy directions, ensuring compliance with all regulatory and statutory requirements.

## Skill Based Classification Descriptors

The position is classified as a Level 3, the following skill descriptors apply to this level.

<b>Authority &amp; Accountability</b>	Responsible for completion of regularly occurring tasks with general guidance on a daily basis. May supervise work or provide on-the-job training, based on their skills and/or experience, employees of the same or lower levels.
<b>Judgment &amp; Problem Solving</b>	Personal judgment is required to follow predetermined procedures where a choice between more than two options is present. Work performed falls within general guidelines but with scope to exercise discretion in the application of established practices and procedures.
<b>Specialist Skills &amp; Knowledge</b>	Application of developed skills acquired through on-the-job training or accredited external training over a number of months. Positions may require demonstrated competence in administrative areas.
<b>Management Skills</b>	Not required at this level.
<b>Interpersonal Skills</b>	Employees at this level require communication skills to enable them to effectively communicate with clients, other employees and members of the public and in the resolution of minor matters.
<b>Qualifications &amp; Experience</b>	Qualifications or relevant experience in accordance with the requirements of work in this level, which may be acquired through a Certificate II or a non-trades Certificate III, however described.

## Key Responsibilities

### Administrative and Operational Support

- Provide administrative support to the Facilities & Recreation workgroup, ensuring smooth daily operations.
- Provision of exceptional front line customer service, with a focus on first point resolution.
- Respond to and manage customer service requests (CRMs) related to Facilities, ensuring prompt and satisfactory resolution.

### Facilities Support

- Oversee the coordination of bookings for community facilities including Southeast Sports Complex, Dodges Ferry Rec Centre, Dodges Ferry Oval, Sorell Memorial Hall, Midway Point Hall and other Council-owned locations.
- Manage and maintain invoicing for Council owned facilities.
- Monitor the usage of community halls and sporting facilities and provide accurate usage data to management as required.
- Oversee the Council's keying system for community facilities, ensuring that access control is properly managed and documented.
- Address and resolve customer complaints and inquiries related to facility usage, providing effective solutions and maintaining a high level of customer satisfaction.

Employees may be required to undertake duties within the limits of their skill, competence and training, consistent with their classification level, in any area of Council, as directed.

<b>Position Dimensions</b>
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Key relationships and influences	
Who	Why
<b>Internal</b>	
Customer & Business Support	Work in partnership with Customer & Business Support to ensure delivery of effective customer service.
Workgroup Manager and Works Supervisors	Work in partnership with Workgroup Manager and Works Supervisors to ensure effective delivery of services while maintaining record systems.
<b>External</b>	
People who live, work, or visit Sorell	This position delivers services that directly benefit our customers via Council's various customer contact channels.
Elected Council Members	This position provides support to Councillors who directly serve the people of Sorell.
Stakeholders and sporting clubs	This position may be required to work in collaboration with Council approved stakeholders and sporting clubs who use Council owned facilities

Resources and Budgets			
<b>Direct Reports</b>	NIL	<b>Financial Delegation &amp; Reporting</b>	In accordance with Council policies and procedures.
<b>Indirect Reports</b>	NIL	<b>Statutory Appointments</b>	In accordance with Council policies and procedures.
<b>Total</b>	NIL	<b>Delegations</b>	In accordance with Council policies and procedures.

## Organisational Accountabilities

Be familiar with and follow the **Council's Code of Conduct**. A copy of this is provided with your appointment letter or can be accessed on Council's Intranet.

Be familiar with and undertake all work in accordance with relevant policy and legislation, including:

- Council's Values
- Workplace Health and Safety (WHS) Legislation
- Anti-Discrimination Legislation
- Sorell Council Enterprise Agreements
- Document Management - The incumbent is required to use the TARDIS system to retain records and documents relating to Council business as part of their employment.
- Customer Service Charter - The incumbent is required to commit Council's Customer Service Charter and to consistently deliver all services with a focus on excellent customer service.
- Customer Relationship Management (CRM) systems
- Comply with all Health and Safety legislation.

### Workplace Health & Safety

Ensure Health and Safety information is provided to the broader community as required. While at work, a worker must:

- Take reasonable care for his or her own health and safety.
- Take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons.
- Comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person to comply with this Act.
- Cooperate with any reasonable policy or procedure of the person conducting the business or undertaking relating to health or safety at the workplace that has been notified to workers.
- Avoid, eliminate or minimize hazards within your control, and immediately report.
- Attend and actively participate in training programs provided in the interests of Health and Safety.
- Ensure accidents and near misses are reported as soon as reasonably practicable; and
- Ensure assessment and control of risk is managed in accordance with the Council's Risk Management Framework.
- Complete Council's induction requirements

### Record Management

Sorell Council uses a record management system, Magiq Docs. All Council documents and records are a State legislated record controlled by the Tasmanian Archive & Heritage Office and are therefore required to be retained either on a temporary or permanent basis. All employees of Council are required to use the Magiq Docs system to retain records and documents relating to Council business as part of their employment

## Key Selection Criteria

### Essential:

- Demonstrated experience in providing high-level administrative support in a fast-paced team environment.
- Proven ability to deliver exceptional front-line customer service with a focus on resolving enquiries at first point of contact.
- Strong organisational and coordination skills, with experience managing facility bookings and scheduling.
- Ability to manage invoicing processes and maintain accurate records related to facility use and access control.
- Well developed problem-solving and communication skills, with the ability to handle customer complaints and enquiries professionally and effectively.

### Desirable:

- Local Government experience

Authorisation			
I hereby agree that this position description accurately reflects the work requirements.			
Manager name			
Manager signature		Date	
Employee name			
Employee signature		Date	
GM Name			
GM Signature		Date	