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| Position Title: | Community Centre Coordinator |
| Award/Agreement: | TOC Enterprise Agreement 2021 (and any subsequent agreement) |
| Classification level: | Level 8/9 |
| Directly reports to: | Manager Community Hubs and Library |
| Positions under Direct Supervision: | Nil |

Organisational Context of Position

The Town of Claremont employs over 100 staff and is responsible for the local government area of approximately 5km². The Town has a population of approximately 11,000 people and is located in the picturesque western suburbs of Perth, Western Australia. The Town has five key goals areas: Leadership and Governance, People, Liveability, Environmental Sustainability and Prosperity.

Organisational Mission

We exist to deliver quality services for Claremont today and to build the foundation for the future.

Organisational Vision

The Town is a progressive, respectful, sustainable, local government supporting a connected, flourishing community.

Organisational Values

- **Respect:** We are responsible for how we behave in our workplace and will show respect and courtesy to all of our colleagues and customers.
- **Integrity:** We are open, accountable and honest.
- **Quality Communication:** We demonstrate our respect for our community and each other through timely, accurate and understandable communication.
- **Customer Service:** Every contact with a customer is important and an opportunity to demonstrate our commitment.
- **Excellence:** Our focus is quality outcomes achieved on time, on budget.

OBJECTIVE OF THIS POSITION

This position is responsible for programming relevant leisure and cultural workshops and activities, as well as coordinating the day-to-day bookings and promotion of the Claremont Community Centre, to contribute positively to the health and wellbeing of the community.

This position reports to the Manager Community Hub and Library and will work collaboratively with the business unit to create a space for community learning and activation.

Objective 1: Facility Coordination

- Promote the hire of the centre, optimising the space to its full capacity through the delivery of community programs that encourage diversity.
- Effectively coordinate bookings using the Town's booking software.
- Identify, plan, and implement relevant Town-run workshops, including sourcing facilitators, equipment, and pricing.
- Report to the Town's Building Maintenance team any issues with the building and outdoor grounds as soon as possible.
- Set up and pack up furniture and equipment.
- Manage phone and email communication with various stakeholders and prepare correspondence (letters, emails and memos) in line with the Town's Customer Experience Charter and the Town's CRMS.

Objective 2: Marketing and Administration

- Develop promotional content and work with the Communication team to build the profile of the centre and attract customers.
- Obtain quotes, arrange purchase orders, and administer as per the Town's procurement policies.
- Obtain grants where possible to extend the delivery of programs.
- Assist in collating statistical data such as attendee numbers and CRMS for reporting purposes.
- Maintain a database of community groups and stakeholders relevant to the objective of this position.
- Engage volunteers to assist in the running of programs.
- Carry out administrative duties related to the operation of the centre including sourcing quotes, preparing purchase orders and generating invoices.
- Coordinate and liaise with hirers to ensure safe and organised bump in and out, setup and clean up.
- Carry out other duties as requested by the Director and Manager which may be reasonably expected within the scope of the classification level and skill base of the employee.

Objective 3: Work Health & Safety (For all Staff)

- Comply with all workplace procedures for hazard identification, risk assessment and risk control.
- Actively participate in safety activities associated with the management of workplace health and safety.
- Follow policy and procedures as required.
- Take reasonable care to ensure his/her own safety and health at work.
- Avoid adversely affecting the safety of any other person.
- Identification and reporting of health and safety hazards, accidents, incidents, injuries, property damage at the workplace.
- Ensure the correct personal protective equipment is used for the task or activity.

Objective 4: Corporate Responsibility (All Staff)

- In all actions, be accountable and employ ethical decision making and good governance in line with Town's Code of Conduct, values, policies and procedures.
- Demonstrate an ongoing commitment to the Town's Customer Experience Charter.
- Provide a high level of customer service.

- Promote and maintain harmonious relationships in the workplace.
- Ensure efficient and appropriate use of resources.
- Ensure compliance with purchasing policies and best practice in purchasing.
- Promote the development of efficient work practices.
- Maintain good relations with the public and promote Council's operations in a professional manner.
- Adhere and follow the Town's Record Keeping Plan.
- Carry out other duties as requested by management which may be reasonably expected within the scope of the classification level and skill base of the employee.

Objective 5: Continuous Improvement (All Staff)

- Employ the mind set of continuous improvement to all work tasks.
- Support team members to review and analyse processes to identify possible improvements.
- Contribute to developing a culture of acknowledging and celebrating efforts to improve processes.

SELECTION CRITERIA

Essential

- Experience in a facility coordination, community development or programming role.
- Demonstrated excellent time management and organisational skills.
- IT competencies in full Microsoft software suite - word, outlook, excel etc.
- Skills and experience in marketing services, or qualifications in marketing.
- Strong interpersonal skills and the ability to communicate effectively with diverse stakeholders with a focus on customer service.
- Ability to work autonomously while contributing to a positive team environment.
- Experience in working with budgets, cost estimating and purchasing.

Desirable

- Tertiary qualifications in community services, marketing or similar.
- Experience in local government, leisure, culture or libraries.

REQUIREMENTS

The Town requires all staff prior to commencing employment to:

- Provide an original qualification for sighting or a certified copy of qualification (where listed as Essential in Position Description).
- Provide for sighting 100 points of identification including at least one with a photograph (i.e. Driver's License and Passport or Birth Certificate).
- Provide a Police Clearance (at employee cost).
- Provide evidence of the Right to Work in Australia.
- Complete a pre-employment medical (Town's GP to confirm fitness to work in position) or completion of a medical questionnaire.
- Sign a change of circumstances employee declaration.

Some positions may be required to undertake other checks and verifications such as Working With Children Check and these will be specifically indicated in the Selection Criteria.

PROBATION

Unless otherwise stated in a Letter of Offer, this position is subject to a 6 month probation period, at which time work performance will be reviewed to determine whether permanent appointment will proceed.

Signatures

| Chief Executive Officer Approval | |
|----------------------------------|------------------|
| Liz Ledger | |
| Signature <i>Liz Ledger</i> | Date Apr 5, 2024 |
| Employee | |
| | |
| Signature | Date |