

POSITION DESCRIPTION

BRAC Facility Liaison Officer

Classification:	Level D5 – D10
Agreement:	The Shire of Broome Inside Staff Enterprise Agreement
Department:	Community Facilities
Directorate:	Corporate Services
Location:	BRAC
Date reviewed:	July 2023
Approved by:	Manager Community Facilities

Commitment to the Shire

Our Vision for the Shire of Broome

A future, for everyone.

Our Aspirations

To achieve our vision, we have four supporting aspirations. Our aspirations align with our core pillars – people, place, prosperity and performance. These pillars are interrelated, and each must be satisfied to deliver excellent quality of life in Broome.

<i>People</i>	We will continue to enjoy Broome-time, our special way of life. It's laid-back but bursting with energy, inclusive, safe and healthy, for everyone.
<i>Place</i>	We will grow and develop responsibly, caring for our natural, cultural and built heritage, for everyone.
<i>Prosperity</i>	Together, we will build a strong, diversified and growing economy with work opportunities, for everyone.
<i>Performance</i>	We will deliver excellent governance, service and value, for everyone.

Our Values

We live by Broome's PEARLS. These are the values and behaviours that the Shire of Broome and the local community cares deeply about. We always strive to be:

<i>Proactive for Everyone</i>	Proactive, forward thinking, open-minded and innovative. for Everyone; inclusive and welcoming of all people.
<i>Accountable</i>	Accountable, transparent and ethical.
<i>Respectful</i>	Respectful of everyone and everything.
<i>Listening</i>	Listening to people's needs and ideas; community focused.
<i>Sustainable</i>	Sustainable, aiming to meet present needs without compromising the ability for future generations to meet their needs.

Position Purposes and Objectives

This position will be responsible for coordinating venue hire bookings, general banking and invoicing functions, undertaking promotion and marketing tasks, assisting with program coordination and general administration tasks.

Position Key Responsibilities and Duties

Corporate / Organisational:

- Coordinate Shire sporting facility and venue hire bookings.
- Process invoices or credit adjustments for user groups of Shire facilities.
- Provide administrative support to BRAC staff ensuring a high standard of customer service.
- Interact and communicate effectively with all stakeholders including customers, user groups, staff and the general public.
- Work closely with internal and external suppliers and key stakeholders to establish strong links and working relationships.
- Participate in stakeholder and management team meetings, including the preparation of agendas and recording of minutes.
- Prepare purchase orders and monitor expenditure in bookings and point of sale systems to assist in achieving optimum financial efficiency.
- Order required kiosk stock and prepare and maintain stock take reports monthly.
- Maintain advertising material and updating of brochures and pamphlets to increase participation in programs and activities.
- Assist in the coordination of the BRAC creche including staffing, child enrolments and administration.
- Assist in the coordination of BRAC's group fitness programming including maintaining rosters, monitoring equipment and administration.
- Assist in the coordination of BRAC's social sport programming including maintaining rosters for program delivery, coordinating officials and monitoring equipment and administration.
- Implement procedures and policies relating to the promotion and activation of all facilities, products and activities.
- Be familiar with the facility management systems and Synergy Soft software programs and training staff new accordingly.
- Undertake cash handling duties including reconciliation of point of sale (POS) tills and petty cash, recording takings, performing bank runs, and ensuring adequate floats are maintained.

Organisational Responsibilities

Human Resource Management

- When required relieve positions within the department during periods of absences.
- Work to foster a cooperative and harmonious team environment through effective communication and relationship building skills.
- Ensure Annual Performance Review is completed on time and within the bounds of the Shire Performance Review Policy.

Occupational Health & Safety

- Comply with all statutory obligations, including the Local Government, Equal Employment Opportunity (EEO), Organisational Risk Management and current OSH Acts, regulations and code of practice
- Demonstrate safety leadership as a priority and seek guidance for all new or modified work practices
- Not willfully place at risk the health or safety of any person in the workplace
- Ensure safety is an agenda item at meetings
- Attendance at OSH Committee if requested.
- Complete safety observation's and ensure that any hazardous conditions, near misses and injuries are reported immediately and closed out in a timely manner
- Participate in incident investigations

Compliance

- Ensure compliance with relevant legislation, policies and procedures.
- Ensure all documentation is appropriately recorded and stored.
- Ensure compliance with software licence requirements.
- Ensure compliance with the *State Records Act 2000* by ensuring corporate documents are recorded in the Shire's Record Management System.
- Carry out duties in accordance with the Shire's Code of Conduct, relevant legislation, policies, procedures and guidelines.

Organisational:

- Contributes to the achievements of the Directorate generally.
- To undertake special projects within skill base and qualifications when required.

Organisational Relationship/Context

Reports to:	Operations Supervisor
Supervises:	Creche attendants Group fitness instructors Program delivery officers
Internal Contacts:	BRAC staff Shire administration and outdoor staff
External Contacts:	Customers / Sporting Clubs / Public / Ratepayers
Performance Review:	Probation period – first three months of employment Performance Appraisal conducted annually

Key Selection Criteria

Essential:

- Experience in understanding and utilisation of a booking process.
- High level of interpersonal and communication skills (both written and verbal).
- High level of customer service skills including the ability to deal with difficult customers.
- Demonstrated experience in financial procedures, monitoring budgets, cash handling and till reconciliation.
- High level of computer literacy including Word, Excel and Outlook.
- Demonstrated experience in supervising staff in a multifunctional environment.
- Demonstrated understanding of current sport and recreation trends.
- Willingness to work in a flexible working environment with the possibility of working outside normal business hours.

Qualifications and/or Training:

- Current C class drivers license
- Senior First Aid
- Current Working with Children Check
- Recent National Police Check

Desirable:

- Experience in using purpose-built facility management software
- Previous Local Government Experience
- Approved Manager's Certificate
- Responsible Service of Alcohol Certification