

Position Description

Position Title:	Facility Assistant
Classification:	Level C
Agreement:	Shire of Broome Inside Enterprise Agreement
Department:	Development and Community
Location:	Broome Recreation Aquatic Centre (BRAC)
Date reviewed:	October 2021
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 Objectives

- To maintain a current knowledge of the Centre's activities, programs and services, ensuring that the highest quality of customer service is provided.
- To maintain a safe and highly presentable environment for patrons within BRAC.

Position Key Responsibilities

Corporate / Organisational:

- To provide assistance in various areas of the business including but not limited to reception, kiosk, school holiday program, crèche, and if appropriately qualified, lifeguarding.
- Through a high level of observation of all aquatic areas ensure that all customers within the Centre act in accordance with the By-laws and instructions of staff.
- Deliver high quality customer service at all times.
- Provide a high level of supervision of all aquatic areas as required.
- Assist in maintenance and cleaning to ensure that all facilities are presented in a safe and clean manner at all times.
- Provide first aid treatment as required.
- Ensure BRAC documents and procedures are kept in accordance with procedure manuals.
- Perform other duties as requested by BRAC Management.

General

- Exercise a duty of care to understand the need to work in a safe and efficient manner having regard to own safety and that of other workers.

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 Act's, regulations and code of practice
- Seek guidance for all new or modified work practices to ensure safety is a high priority consideration
- Not willfully place at risk the health or safety of any person in the workplace
- Ensure that any hazardous conditions, near misses and injuries are reported immediately to the Supervisor

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:	Manager Sport & Recreation Operations Supervisor Duty Manager
Supervises:	N/A
Internal Contacts:	Program Development Officer Bookings and Administration Officer All BRAC staff Other Shire staff as required
External Contacts:	Public/Ratepayers
Performance Review:	Probation period – first three months of employment Performance Appraisal conducted annually

Essential:

- Developed verbal and written communication skills
 - Ability to become fully conversant with centre information, and communicate such information upon request
 - Previous experience and working knowledge in a Customer Service role
 - Ability to demonstrate a genuine commitment and responsiveness in providing the highest quality of customer service
 - Current Senior First Aid Certificate
 - Working with Children Check
 - Police Clearance
1. To be valid within last three months – It is a requirement of this position for an applicant to provide a National Police Certificate. This certificate remains the property of the applicant; however, a notation of sighting the original certificate will be kept on the employee's personal file.

Desirable:

- Experience working in an educational/children's development environment
- Experience in working with children's programs and knowledge of Austswim programs
- Awareness of quality systems and procedures
- Previous experience in the aquatic industry
- Current Pool Lifeguard or Bronze Certificate