



Facility Assistant - Civic Centre PRA 20/16

FACILITY ASSISTANT – CIVIC CENTRE

PRA 20/16 Casual Pool

The Position:

The Shire of Broome is looking for dynamic and experienced qualified candidates to join the Shire of Broome in the role of Facility Assistant – Civic Centre. This position will report to the Venue Supervisor – Broome Civic Centre.

The Facility Assistant – Civic Centre will work under general supervision of the events and venue team within established guidelines and be responsible for ensuring the highest quality of customer service is provided through event management, event production and hospitality. This includes but not limited to box office enquiries, routine bookings, efficient event ticket sales and maintaining a high standard of hygienic food handling presentation and bar operations. In addition, you will be responsible for representing the venue in a professional manner and ensuring a high level of presentation is displayed at the centre at all times.

A full job description is contained within this Job Application for those suitably qualified candidates looking to apply and join the dynamic team here at the Shire of Broome.

The Person We Seek:

The preferred candidate will have current possession of Responsible Service of Alcohol (RSA) certification, experience in a bar service role and able to deliver high customer service level and experienced in cash handling. You will also have an ability to work under pressure with excellent physical fitness, work unsupervised, time management and organisational skills. In addition, you will need to be available to work primarily evening and weekend work with some during the day.

What the Shire of Broome Offers:

Broome is one of the most stunning places in Australia. It has magnificent beaches and a natural environment that boasts desirable lifestyles, active and dynamic cultural, social and sporting scenes, with all the features and benefits of a small city.

The Shire of Broome offers attractive remuneration including superannuation benefits of up to 21.5%, professional development and salary sacrifice options.

For more information on salary and employment conditions please refer to the Shire of Broome employment page <http://www.broome.wa.gov.au/Home> and view the Job Application Pack.

How to Apply:

Completed Job Applications are to be submitted through Shire's website at <http://www.broome.wa.gov.au/Home>

For more information contact Human Resources on 08 9191 3456 or email to hr@broome.wa.gov.au.

For more information on Broome visit: <http://www.youtube.com/watch?v=QomGobdAv9o> and <https://vimeo.com/125221394>.

Application Deadline:

Applications for this position are to quote **PRA-20/16**.

Position Details

Facility Assistant – Civic Centre

Thank you for your enquiry regarding our position advertised. To apply for this position, include all of the following attachments with a copy of your resume:

1. **A Cover Letter** introducing yourself and explaining why you are applying for this position.
2. **Key Selection Criteria**, located on the last page of the Position Description contained within this Job Application package. For further information please see 'Hints for Key Selection Criteria.
3. **A current resume** with the details of your previous work history, qualifications, and other competencies including knowledge, skills and abilities you think are relevant to the position.
4. **Professional referees**: A minimum of two referees must be obtained from direct reports, being either a supervisor or manager responsible for overseeing the day to day performance of the candidate from the last two employers. The Shire reserves the right to request up to a maximum of two additional reference checks if required.

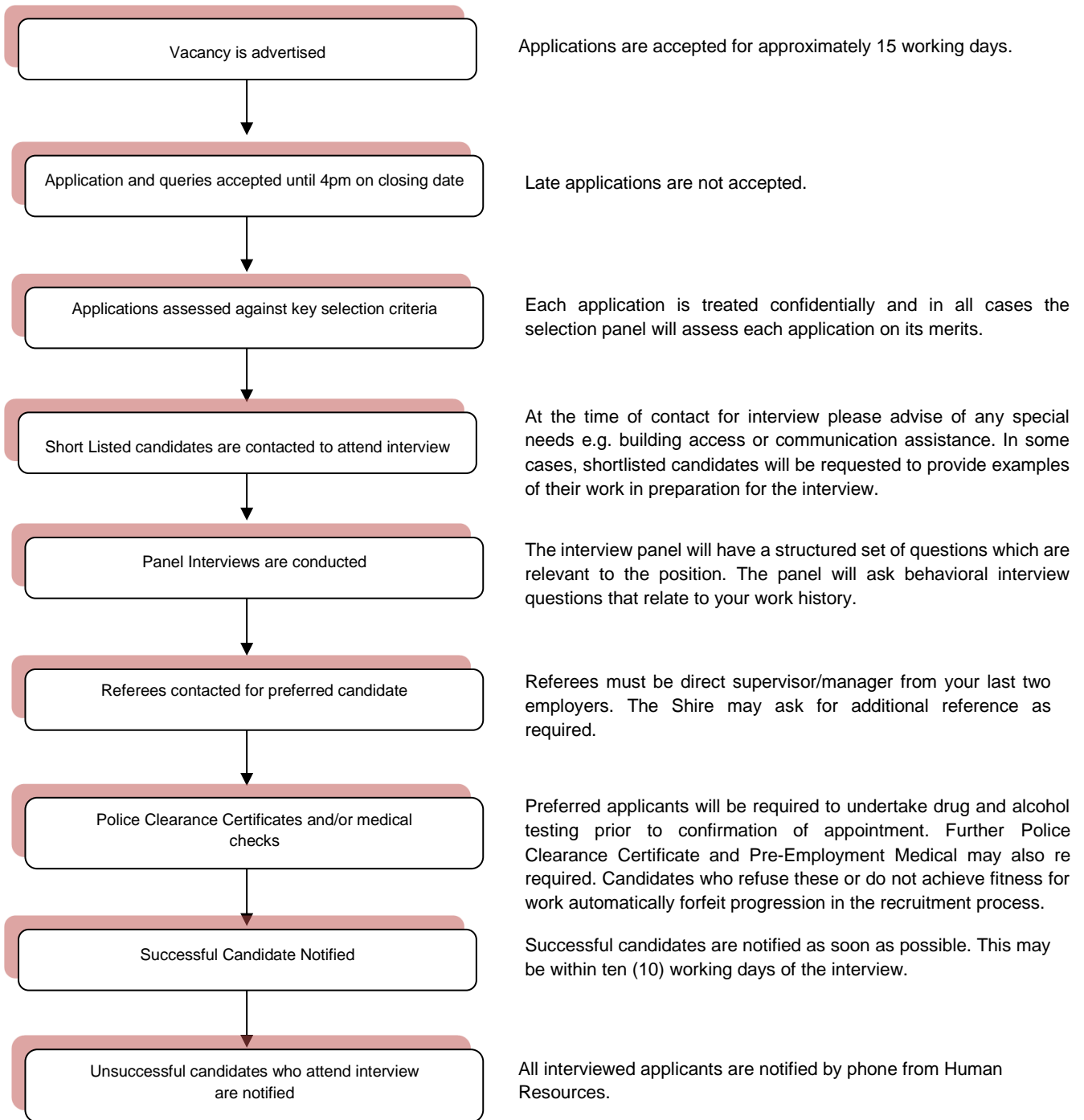
Hints for Key Selection Criteria:

To be considered for an interview, your application must address the Key Selection Criteria. There is no right or wrong way to format your written application however the purpose of the Key Selection Criteria is to identify how well your knowledge, skills and abilities relate to the position. Write your application to address each key selection criteria detailing how your previous employment and qualifications are suitable to the role.

The following information is a guideline to the type of information required in your detailed response:

- Each key selection criteria should comprise of two or three paragraphs to support the details contained in your resume.
- Only include relevant information to reduce non-essential information. Be clear and concise.

The Recruitment/Selection Process



Please note due to the high volume of applications received, only applicants short-listed for interview will be contacted by the Human Resources team. To those applicants not shortlisted, we extend our appreciation for considering The Shire of Broome as a potential employee.

Please Note: Canvassing of Councillors will disqualify. Where required, the successful applicant is required to provide evidence of all claimed qualifications prior to commencing employment.

Annual Remuneration Package

Salary Level: 3.1 - Casual	\$38.83 per hour
Location Allowance:	\$1.05 per hour
Cash component:	\$39.88 per hour
Super 9.5%	\$3.78 per hour
Total Package Value:	\$43.66 per hour

Industrial Agreement:

Employment conditions are in accordance with the Shire of Broome Inside Staff Enterprise Bargaining Agreement.

Location Allowance:

The Location allowance is an extra cash benefit paid to Casual employees on an hours worked basis. The allowance is in addition to the salary level and forms part of your standard fortnight salary.

Relocation Reimbursements:

The Shire does not provide relocation assistance for this position.

Hours of Work:

Hours of work will vary and be as per the monthly roster, at the discretion of the Venue Supervisor – Broome Civic Centre and may include weekend work. Peak seasons may include a minimum of five to ten hours per week.

Weekend Penalties:

Hours worked on Saturday and Sunday will attract additional loading benefits.

Overtime:

No overtime is payable unless you have prior approval, authorised in writing, from your Manager.

Annual and Personal Leave:

Annual leave and Personal leave do not apply to Casual employees.

Uniform Policy:

Employees are currently provided with a uniform in accordance with the Shire of Broome Inside Staff Enterprise Agreement.

Broome Recreation and Aquatic Centre (BRAC) Membership:

The Shire of Broome values a healthy, active workforce and acknowledges the many flow on benefits of having a healthy workforce. Employees shall be provided with an Adult Access or a Family Membership to the Broome Recreation and Aquatic Centre whilst they are an Employee.

Superannuation:

Superannuation Guarantee: Council currently contributes 9.5% of fortnightly salary.

Additional contributions (optional):

Council currently contributes up to an additional 6% (to a total of 15.5%) of fortnightly salary when an employee contributes a minimum of 6% of their fortnightly salary. If this option is taken, there is 21.5% contributed to the employee's Superannuation account; 15.5% from the Employer and 6% from the employee.

Probationary Period:

A three-month probationary period is applicable to this position. At the successful completion of this period your continuity will be recommended to the Chief Executive Officer for confirmation. The period of probation can be extended by the manager/supervisor for an additional period of no greater than three months.

Police Clearance Certificate:

The preferred applicant for this position will be asked to obtain a National Police Clearance Certificate through WA Police. People with criminal records are not automatically barred from applying for this position. Each application will be considered on its merits. For more information please contact the Human Resources department at the Shire of Broome.

Pre Employment Medical:

The preferred applicant for this position will be asked to complete a medical questionnaire and undertake a pre-employment medical examination prior to an offer of employment being confirmed. Full documentation for the requirements of the position will be given to the Medical Practitioner prior to the examination and costs are paid for by the Shire of Broome. Preexisting illnesses will not exclude potential candidates from the recruitment process. For more information please contact the Human Resources department at the Shire of Broome.

Code of Conduct:

Ensure professional conduct is of the highest standard in accordance with Council's Code of Conduct and policies as adopted and modified from time to time.

Position Description

Position Title:	Facility Assistant Civic Centre
Classification:	Level 3
Agreement:	Shire of Broome Inside Enterprise Agreement
Department:	Community and Economic Development
Location:	Broome Civic Centre
Date reviewed:	July 2020
Approved by:	Venue Supervisor – Broome Civic Centre

Commitment to the Shire

Our Vision for the Shire of Broome:

A thriving and friendly community that recognises our history and embraces cultural diversity and economic opportunity, whilst nurturing our unique natural and built environment.

Our Mission:

To deliver affordable and quality Local Government services.

Our Values are:

<i>Communication:</i>	Actively consult, engage and communicate with, and on behalf of the community
<i>Integrity:</i>	Be honest, equitable and ethical in all our dealings.
<i>Respect:</i>	Recognise and respect the individual and unique requirements of all people, cultures and groups.
<i>Innovation</i>	Drive change through leadership and energy.
<i>Transparency:</i>	Be open and accountable in all our activities.
<i>Courtesy:</i>	Provide courteous service and helpful solutions.
<i>Code of Conduct:</i>	For Council Members, Committee & Working Group Members and Employees (as amended)

Position Objectives

- Anticipate customer needs and identify ways to improve customer service
- To have a thorough understanding of all centre operations and programs to enable a high standard of customer service
- Maintain the venue to ensure a clean and safe environment for patrons
- Provide a high level of service to all centre hirers and patrons
- Provide event support to hirers including set up, pack down and during the event
- To maintain and enforce safe work practices within the venue
- Using Centre's point of sale systems to ensure effective cash handling and reconciliations
- Ensure professional conduct is of the highest standard in accordance with Council's Code of Conduct and Policies as adopted and modified from time to time

Within Section

- Liaise with the Venue Supervisor to ensure a high level of performance and compliance with Shire policies and procedures
- Assist in the cash handling and banking procedures for the centre in accordance with Shire policies and procedures
- Assist the Venue Supervisor with general event administration, venue maintenance, operation, set-up and pack-down and other duties as required

Within Organisation

- Provide the Venue Supervisor with customer feedback that will contribute to improved centre operations
- Provide support to the Venue Supervisor to enable fast, accurate processing of statistical data and other information as required
- Provide support to the Venue Supervisor as required

Position Key Responsibilities

Corporate / Organisational:

Under the direction of the Venue Supervisor – Broome Civic Centre, be responsible for and/or provide assistance with;

- box office and routine booking enquiries
- efficient event ticket sales using the Centre's ticketing system, SABO
- high level food and beverage service and stock control
- maintaining standards of hygiene for food handling and presentation
- accurate cash and eftpos transactions, reconciliation and reporting
- efficient use of the Centre's point of sale system, LINKS
- oversee running of Shire presented events when required
- taking bookings and determining exact event requirements in liaison with hirers
- timely and efficient setting up and packing down tables, chairs, audio visual and lighting equipment in accordance with event requirements

- providing high level support to hirers with the operation of the Centre and its equipment including but not limited to audio visual, lighting, IT and mechanical equipment
- assisting hirers with venue related enquiries during events and assisting with event operations as required
- assist Venue Supervisor in venue improvements and development of operational manuals as required
- ensuring a high level of presentation at the Centre at all times
- representing the venue and the Shire in a professional manner
- attend and actively participate in training sessions as required
- other duties as directed by Venue Supervisor

Additional

- Assist in a continual improvement process
- Contribute to a team environment in collaboration with other staff and contractors
- Undertake other duties as required by the Venue Supervisor

Corporate / Customer Interface

- Treat all public and staff members in a courteous and respectful manner to ensure public relationships are maintained to a high level of professionalism
- Ensure all public enquiries are responded to in a courteous and effective manner and / or directed to Supervisors/Managers when deemed necessary

Extent of Authority

- Works under general supervision of the events and venue team within established guidelines

Organisational Responsibilities

Human Resource Management

- When required, relieve positions within the department during periods of absence.
- 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:	Venue Supervisor – Broome Civic Centre
Supervises:	N/A
Internal Contacts:	All Shire Staff
External Contacts:	General Public/Ratepayers Schools Not for profit and Community organisation's Corporate organisation's
Performance Review:	Probation period – first three months of employment Performance Appraisal conducted annually

Key Selection Criteria

Essential:

- Demonstrated industry experience in event management, event production and/or hospitality
- Customer service experience with a friendly, customer focused attitude
- Experience in cash handling
- Ability to work under pressure
- Physical fitness
- Developed time management and organisational skills
- Developed written and verbal communication skills
- Sound interpersonal skills

Qualifications and/or Training

- Responsible Service of Alcohol (RSA) Certification
- Current 'C' class driver's licence (*not essential*)
- Police Clearance
 - 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.
 - Western Australian Applicants are to provide a National Police Certificate via WA Police. Interstate applicants are required to provide a Federal Police Certificate via the Australian Federal Police.

Desirable:

- Working knowledge of local area
- Previous experience working in a Performing Arts Centre, Function Centre or similar
- Knowledge of Council's organisational structure and function
- Demonstrated knowledge of event production and administration
- Approved Managers Card
- Possession of current Senior First Aid certificate