

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:	February 2020
Approved by:	Venue Supervisor – Broome Civic Centre

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</i>	Proactive, forward thinking, open-minded and innovative.
<i>for Everyone</i>	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

- 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.
- 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