

# POSITION DESCRIPTION

## BRAC - Facility Assistant

<b>Classification:</b>	Level C1 – D5 (pending qualifications)
<b>Agreement:</b>	The Shire of Broome Inside Staff Enterprise Agreement
<b>Department:</b>	Community Facilities
<b>Directorate:</b>	Corporate Services
<b>Location:</b>	BRAC
<b>Date reviewed:</b>	October 2024
<b>Approved by:</b>	Director Corporate Services

### 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 Purposes and 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 undertake role specific duties based on qualifications held/obtained.
- To maintain a safe and highly presentable environment for patrons within BRAC.

## **Position Key Responsibilities and Duties**

### **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.

### **Work Health & Safety**

- Comply with all statutory obligations, including the Local Government, Equal Employment Opportunity (EEO), Organisational Risk Management and current WHS 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 WHS 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 if required

### 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

<b>Reports to:</b>	Manager Community Facilities <b>Sport &amp; Recreation Facilities Coordinator</b> Operations Supervisor Duty Manager
<b>Supervises:</b>	N/A
<b>Internal Contacts:</b>	Program Coordination Officer Facility Liaison Officer All BRAC staff Other Shire staff as required
<b>External Contacts:</b>	Public/Ratepayers
<b>Performance Review:</b>	Probation period – first three months of employment Performance Appraisal conducted annually

## **Key Selection Criteria**

### **Level C1 – C10**

#### **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

#### **Qualifications and/or Training:**

- Current Senior First Aid Certificate
- Working with Children Check

#### **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 Bronze Certificate

### **Level D1 – D5**

#### **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

#### **Qualifications and/or Training:**

- Current Senior First Aid Certificate
- Working with Children Check
- Pool Lifeguard Qualification and/or Austswim Swim Teaching Certification

#### **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

**Please note:** it is a requirement of all Shire roles that the successful applicant is able to provide a National Police Clearance valid within three months, as well as submit to a drug and alcohol test as part of pre-employment screening.