

POSITION DESCRIPTION

Position Title:	Community Operations Coordinator
Position Number:	11042
Directorate:	Community Services
Reports to:	Manager Community Programs
Supervises:	Librarians & Library Officers, REAP Technical Services Supervisor & Officers, REAP Operations Supervisor & Officers
Department:	Community Programs
Agreement:	City of Karratha Enterprise Agreement 2021
Classification:	Level 7

1. POSITION OVERVIEW

The Community Operations Coordinator is responsible for overseeing the effective operation of the Red Earth Arts Precinct (REAP) and the City of Karratha Public Libraries (Karratha, Dampier, Wickham & Roebourne).

1.1 Position Objectives

- Provide efficient management of the REAP and library facilities & services
- Provide a high level of service to all internal and external customers
- Operate as part of an effective team to ensure required outcomes and strategic directions are met
- Assist the Manager Community Programs with setting annual budget allocations and ensure services operate within these budget
- Ensure that all services and facility resources are made available in an efficient, cost effective, safe and friendly manner
- Assist the Manager Community Programs to ensure REAP and Libraries remain quality facilities for the residents and visitors to the City of Karratha

2. DUTIES & RESPONSIBILITIES

2.1 Library Services

- Evaluate and approve all Library acquisitions including book orders, subscriptions, electronic resources and offers of donation in line with relevant policies and procedures
- Develop and recommend strategies to enhance and promote the City's library services
- Coordinate and prepare publicity and promotional material for the City's libraries.
- Maintain awareness of current resources and trends in library programmes and services, communicating findings and issues to management where required.
- Contribute to the ongoing development of library programmes and the strategic planning process
- Participate in policy and procedure development for the management of the Library related services (and the relevant collections)
- Liaise with community groups and service providers, including schools and other community agencies/groups, to ensure library programmes meet community needs

- Undertake Regional Librarian responsibilities, maintaining an effective relationship between State and Local Governments, including ensuring that all Libraries are compliant with relevant statutory, legislative and government policies such as copyright and audit requirements

2.2 Red Earth Arts Precinct - Operations

- Oversee and coordinate all facility processes of REAP. This includes relevant administration initiatives, bookings, cinema and café management, technical requirements, financial reporting, Council reporting, maintenance, customer service and overseeing operational staffing requirements
- Implement, deliver, analyse, and review business operation plans for the facility

2.3 Management and Supervision

- Responsible for the day-to-day operations of the REAP and of all libraries in the City of Karratha, including staffing and rosters
- Train, induct and supervise staff (including volunteers where required)
- Ability to communicate to all patrons and demonstrate skills in conflict management
- Demonstrated ability to prioritise tasks to achieve agreed targets and timeframes
- Coordinate and participate in staff meetings and professional development as required
- Identify and prepare grant submissions, as well as relevant progress and acquittal documentation for funding bodies as required

2.4 Customer Service

- Provide and train staff in a high level of frontline customer service to all internal and external customers over the telephone and in person, clearly conveying the operation and procedures of the REAP and libraries
- Supervise, develop, train, and implement a uniformed customer service approach that meets City standards
- Ensure available resources for timely response to issues arising from the community patronage of facilities
- Coordinate customer service staff ensuring efficient use of resources and quality of service
- Liaise with internal stakeholders, in particular Arts Development & Events staff to ensure quality communication within the City of Karratha

2.5 Administration

- Assist in the recruitment, development and induction, training and performance review of supervised staff
- Develop and implement detailed training plans for all staff
- Coordinate the preparation and distribution of financial and statistical reporting and provide regular reports as required to Manager Community Programs
- Assist Manager Community Programs in developing, implementing and reviewing financial budgets
- Develop, implement and review annual fees and charges as per Council requirements
- Maintain and monitor asset register in consultation with Building Services
- In consultation with the City of Karratha Communications team, develop and manage marketing opportunities
- Ensure all financial quoting is accurate and consistent with City of Karratha processes
- Contribute to, implement, monitor and report on sound business plans for the REAP and Libraries, including goals, strategies and performance indicators
- Maintain security network of facilities including alarms, access, building management systems and CCTV vision
- Review and adjust where necessary, level of service requirements and resources in line with changing market conditions and budget allocations

- Research and contribute to future projects and initiatives for REAP and Library facilities

2.6 Occupational Health & Safety

Coordinators are responsible for ensuring that:

- Staff over whom they have line management responsibility are held accountable for performing the responsibilities and actions relevant to their position
- City policies and procedures relevant to safety are applied
- For activities for which the safety risk is significant, and there is no City procedure, safety risk assessments and associated safe work procedures are documented and enacted in accordance with the OHS Risk Management Procedure
- Workplace hazard inspections occur at least every three months at workplaces under their carriage. If there is a HSR for the workplace, ensure they are given adequate paid time and resources to complete the inspection
- Provide and maintain a working environment in which the employees of the City are not exposed to hazards
- Report ALL accidents, incidents and hazardous situations arising in the course of work
- Coordinate maintenance resources to ensure all facilities are presented and maintained in a clean and safe condition
- Complete all monthly OSH reports as required
- Other roles and responsibilities outlined in the OHS Management at the City of Karratha: Roles and Responsibilities

3. SKILLS, KNOWLEDGE & EXPERIENCE (KEY SELECTION CRITERIA)

3.1 Authority and Accountability

- Demonstrated experience in a position of authority
- Works in accordance with approved City of Karratha's policies, procedures and guidelines.

3.2 Judgement and Problem Solving

- Ability to work autonomously and within a team with a high level of customer focus, effective time management, organisation and initiative
- Proven decision making and problem-solving skills, which accommodates organisational values
- Demonstrated initiative, problem solving and conflict management skills
- Exercise significant levels of initiative in the accomplishment of technical objectives
- Excellent time management and organisational skills.
- Ability to manage and coordinate conflicting priorities to meet strict deadlines

3.3 Specialist Knowledge and Skills

- Comprehensive knowledge of current library and information service delivery models and technology
- Detailed knowledge of local government and its relationship with the State Government in the provision of library and information services
- Computer literacy and experience in Microsoft Office, Online Management Systems, catalogue systems and electronic information resources are essential
- Ability to plan, coordinate, market and evaluate programmes and special events
- Comprehensive knowledge of trends and issues affecting arts venues, libraries and more general civic infrastructure, particularly in the Pilbara

3.4 Management Skills

- Demonstrated experience in the supervision and training of other staff
- Demonstrated experience in managing multiple staff across multiple locations to create a cohesive team environment

3.5 Interpersonal Skills

- Highly developed negotiation, interpersonal and conflict resolution skills
- Previous experience in an arts venue, community facility and/or library
- Ability to communicate with a wide range of stakeholders, groups and community members, to develop and maintain a positive image of City of Karratha and meet customer needs
- High level literacy, written and verbal communication, numeracy and cash handling skills

3.6 Qualifications and Experience

- Tertiary qualifications in business management, frontline management or other related discipline, with a minimum two years' experience in a supervisory role
- Demonstrated experience in managing multiple staff across multiple locations
- High level of discipline knowledge in the development and maintenance of electronic information resources and ticketing/sales systems
- Knowledge of archival management practices (including knowledge of the relevant charters and Acts, conservation requirements from museums and archival materials) is desirable
- Experience in the workings of large multipurpose facilities
- Comprehensive knowledge of promotion and marketing
- Current C class driver's licence
- National (or Federal) Police Certificate (no more than 6 months old)