

POSITION DESCRIPTION

Position Title:	Community Infrastructure Hub Officer
Position Number:	11115
Directorate:	Community Services
Reports to:	Community Infrastructure Coordinator
Department:	Community Facilities
Agreement:	City of Karratha Enterprise Agreement 2021
Classification:	Level 3

1. POSITION OVERVIEW

The Community Infrastructure Hub Officer is primarily based at the Wickham Community Hub and acts as the first point of contact for nominated Community facility patrons. These facilities include Hubs, Halls, Ovals, minor sporting facilities and other City assets occupied by organisations for community purposes. The Community Infrastructure Hub Officer is responsible for responding appropriately to public enquiries by providing information and direction, liaising with tenants, processing bookings, invoicing and handling building maintenance requests. The Hub Officer will provide support to the Community Infrastructure team and work under the supervision of the Community Infrastructure Coordinator.

1.1 Position Objectives

- Provide assistance to ensure the efficient day-to-day operation of Community Facilities.
- Assist in providing a safe, healthy, appealing and enjoyable environment for the community, by ensuring all OSH requirements are completed and regular inspections for maintenance and safety are conducted.
- Contribute positively to the overall service delivery of Community Facilities by working as a team member and communicating effectively with customers.
- As required, contribute to the effective operations of Council's Recreation Facilities in order to gain further skills and knowledge on Council services

2. DUTIES & RESPONSIBILITIES

2.1 Administration

- Maintain appropriate booking systems and access allocations.
- Log and track maintenance requests.
- Administer fee waivers and facility bookings including the processing of payments.
- Undertake space activation throughout the facility through effective marketing and promotion of the facility.
- Review and update operational procedures as required
- Provide up to date and relevant information to facility guests.
- Support with the distribution, usage and preparation of information for leasing documentation.
- Conduct routine facility inspections, reviewing and reporting on safety hazards, cleanliness, functionality and building defects.
- Set up / pack down facility rooms as required.
- Liaise with Community Infrastructure Officers, Governance team and tenants surrounding aspects of leasing administration.
- Develop and maintain a suite of reports that highlight data relating to

- visitor numbers, program participation and operational income.
- Contribute to initiatives aimed at improving operating practices and increasing attendance throughout City owned facilities
- Investigate trends and methods of best practice that support the development of positive community amenities.
- Other administrative tasks within Community Infrastructure as required

2.2 Customer Service & Communication

- Open and close the centre as required
- Act as the first point of contact for visitors and facility users.
- Receive and field customer and community questions and queries to a professional standard.
- Liaise with tenants and coordinate meetings as required.
- In consultation with the Community Infrastructure Coordinator and the City of Karratha Marketing and Communications team, contribute to the development of centre promotional material.

2.3 Relief Support

- Provide relief support for other Community Facilities as required.
- Assist with monthly meter readings and invoicing

2.4 Health & Safety

Employees are responsible for ensuring that:

- All tasks are undertaken with the full understanding of the officer's obligation to take reasonable care to ensure personal safety and health at work and that of other persons in the workplace.
- They comply with all City policies and procedures relating to their health and safety.
- Utilise the City's procedure for WHS Communication, Consultation and Issue Resolution.
- They will not misuse or damage any equipment provided in the interests of health or safety.
- Observe all safe working practices as directed by the supervisor.
- Use and maintain protective equipment correctly.
- Report ALL accidents and incidents (including near miss) arising in the course of work to direct line manager / supervisor ASAP and then complete the Accident Incident Report form as soon as reasonably practicable within 24 hours where possible.
- Other roles and responsibilities outlined in the WHS Management at the City of Karratha: Roles and Responsibilities.

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

3.1 Authority and Accountability

- Works under regular supervision of the Community Infrastructure Coordinator
- Works in accordance with approved Council's policies, procedures and guidelines
- Responsible for the completion of regularly occurring tasks with general guidance on a daily basis.

3.2 Judgement and Problem Solving

- Ability to exercise limited judgement to problem solve by using guidance found in established processes, procedures, precedents, and guidelines.

3.3 Specialist Knowledge and Skills

- Sound knowledge of Microsoft Office suite
- Demonstrated cash handling skills and ability to prepare accurate banking paperwork.

3.4 Interpersonal Skills

- Developed numeracy, verbal and written communication skills (including report writing) with a high level of attention to detail and accuracy.
- Developed time management skills and knowledge of how to manage multiple tasks and meet deadlines
- Ability to communicate with a wide range of stakeholders, groups and community patrons, to develop positive relationships both over the telephone, email and face to face.

3.5 Personal Requirements

- Availability to work non-standard hours as required to respond to community needs.

3.6 Qualifications and Experience

- Previous experience in an administration role
- Previous experience in a customer service role
- Current First Aid Certificate
- A current C class driver's licence
- A National (or Federal) Police Certificate (no more than 6 months old)
- Previous experience in Local Government, including the use of Synergy, CiA and LINKS (desirable)