



POSITION DESCRIPTION

Position Title:	Community Infrastructure Officer
Position Number:	10950
Directorate:	Community Services
Reports to:	Community Infrastructure Coordinator
Supervises:	Nil
Department:	Community Facilities
Agreement:	<i>City of Karratha Enterprise Agreement 2023</i>
Classification:	Level 4

1. POSITION OVERVIEW

The Community Infrastructure Officer is responsible for assisting the Community Infrastructure Coordinator in the managing of hiring and leasing activities for City community facilities. This role is essential for maintaining an efficient operation and optimal use of community assets, such as Hubs, Halls, Ovals, and other City-owned facilities. Additionally, the officer will support the Community Infrastructure Coordinator in managing small community projects as needed.

Position Objectives:

- Assist in efficiently managing the leasing and hiring of community facilities
- Communicate effectively and deliver a high level of service to both internal and external stakeholders
- Collaborate as a team member to achieve desired outcomes and strategic objectives
- Provide administrative support on planning and management of community facility projects
- Monitor, record and report on facility services, maintenance requirements and bookings
- Ensure compliance with occupational health and safety requirements and conduct regular maintenance inspections.

2. DUTIES & RESPONSIBILITIES

2.1 Administration

- Responsible for the efficient hire and booking of designated City-owned and/or managed facilities.
- Administer fee waivers and facility bookings including the processing of payments
- Work with the City's Public Affairs team on marketing and communications for facility promotion
- Log and track maintenance requests
- Provide information and induction of booked facilities to guests where required
- Support the review of operational procedures, policies and guidelines as required
- Collaborate in planning, administering, and coordinating seasonal ground allocation bookings
- Assist in the development of facility maintenance and replacement plans

- Procure, develop, and administer works for community infrastructure projects in Consultation with the Coordinator
- Draft necessary Council reports and briefings where required

2.2 Leasing & Facility Management

- Support the development, implementation and execution of Community Leases and Licences
- Engage with internal and external stakeholders to inform lease and licence negotiations and manage relationships with community user groups
- Provide input and support the drafting and implementation of accurate and complete Community Lease and Licences Agreements which comply with Council policy and legislative requirements.
- Assist in maintaining the security network of facilities including alarms, access codes, key allocations, building management systems and CCTV vision.
- Initiate and encourage space activation throughout facilities through engagement with stakeholders, marketing, and promotion of facilities
- Maintain and monitor asset register in consultation with Building Services.
- Conduct monthly meter readings of community facility services
- Ensure the requirements of lease and licence agreements are being adhered to in accordance with leasing governance regulations
- Provide a high level of frontline customer service and communication to all internal and external stakeholders and customers
- Assist to develop and maintain facility usage statistics and trends of all facilities
- Conduct routine facility inspections, reviewing and reporting on safety hazards, cleanliness, functionality and building defects.

2.3 Financial Management

- Maintain accurate records and financial reports including invoicing, purchasing and debtors' requests
- Procure works in line with Council policy and procedures ensuring the most advantageous outcome for Council.
- Assist to develop, implement, and review annual fees and charges as per City of Karratha requirements
- Assist in the preparation and distribution of financial and statistical reporting and provide regular reports as required to Coordinator.

2.4 Other duties

- Attend meetings after-hours where required.
- Research and contribute to future projects or initiatives for Community facilities.
- In consultation with the City of Karratha Communications Team, develop and coordinate marketing for facilities.

2.5 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

3.1 Authority & Accountability

- Works under direct supervision of the Community Infrastructure Coordinator
- Works in accordance with approved Council's policies, procedures, and guidelines.
- Assist in monitoring expenditure and allocated budget in consultation with Community Infrastructure Coordinator.

3.2 Judgement & Problem Solving

- Ability to problem solve with solutions found in established processes and procedures.
- Proven decision making which accommodates organisational values

3.3 Specialist Knowledge & Skills

- Sound knowledge of leasing procedures and their application in a Community Facilities setting.
- Demonstrated ability in contract management and document control.

3.4 Interpersonal Skills

- Developed numeracy, written and verbal communication skills relevant to the work area
- Developed time management skills including demonstrated experience in effectively managing multiple subject areas concurrently.
- Ability to perform at a high standard working in an autonomous environment.
- Developed negotiation, interpersonal and conflict resolution skills
- 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
- Demonstrated customer service skills.
- Dynamic and flexible personality with "Can Do" attitude

3.5 Qualifications & Experience

- Demonstrated experience in the administration of Community Facilities
- Previous experience within Local Government
- Sound knowledge of Financial Management and budget processes.
- Previous experience in promotion and marketing(desirable)
- Current C class driver's licence
- National (or Federal) Police Certificate (no more than 6 months old).