



# POSITION DESCRIPTION

<b>Position Title:</b>	<b>Business Support Officer – Recreation Facilities</b>
<b>Position Number:</b>	<b>11167</b>
<b>Directorate:</b>	<b>Community Experience</b>
<b>Reports to:</b>	<b>Manager Community Facilities</b>
<b>Department:</b>	<b>Community Facilities</b>
<b>Agreement:</b>	<b><i>City of Karratha Industrial Agreement 2023</i></b>
<b>Classification:</b>	<b>Level 5</b>

## 1. POSITION OVERVIEW

The Business Support Officer plays a crucial role in ensuring the smooth operation of our recreation facilities by providing specialist administrative and project support and contributing to the efficient management of daily business functions. This role provides a valuable link between recreation facilities and the City of Karratha network.

### 1.1 Position Objectives

- Provide direct link to all City of Karratha networks and ensure implementation of City wide programs across Recreation Facilities.
- Be “Champion” of new initiatives and assist with change management across facilities.
- Improve efficiencies across facilities by ensuring consistency in processes.
- Support staff across all facilities in City of Karratha matters.
- Increase productivity by providing tools and process to ease staff workload.
- Understand and optimise resources available to Recreation Facilities staff.
- Assist in Improving service delivery of Recreation Facilities.

## 2. DUTIES & RESPONSIBILITIES

### 2.1 Facility Business Support

- Support administrative staff, providing guidance and training in City projects as needed.
- Monitor daily operations to ensure compliance with facility policies and procedures.
- Manage and allocate resources effectively to meet operational needs.

### 2.2 Strategic Planning & Policy

- In consultation with relevant internal departments, develop and execute implementation plans for City initiatives that impact on Recreation Facilities operation.

### 2.3 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 general supervision of the Manager Community Facilities
- Works in accordance with approved Council's policies, procedures and guidelines.
- Ability to establish and reach a diverse range of key performance indicators.

#### **3.2 Judgement and Problem Solving**

- Well-developed analytical skills to investigate and solve a range of issues.
- Ability to make and guide decisions independently that influence Recreation Facility operations.
- Demonstrated ability to solve problems within established boundaries and present solutions to collaboratively work through new issues and situations.
- Strong demonstrated ability to manage and plan own work and that of staff to meet established deadlines in a busy environment that may present conflicting demands.

#### **3.3 Specialist Knowledge and Skills**

- Experience coordinating planning, implementing and delivering a diverse range of programs to staff.

#### **3.4 Interpersonal Skills**

- Proven ability to work collaboratively with others in a professional and productive manner to achieve shared outcomes.
- Ability to participate as part of a team in addition to motivating and supervising staff.
- Ability to conduct and participate in staff meetings.
- Experience in stakeholder engagement and management.
- Ability to motivate and develop staff while encouraging a culture aligned to organisation values.
- Conduct open and honest communications.

#### **3.5 Qualifications and Experience**

- Tertiary qualifications in recreation, fitness, education programming or similar with a minimum 12 months experience in a similar role
- Sound knowledge of financial management and budget processes
- Demonstrated recreation programming skills
- Demonstrated experience in operations of a large multi-disciplined fitness centre
- Demonstrated experience in promotion and marketing
- Demonstrated IT skills
- Current C class driver's licence
- National (or Federal) Police Certificate (no more than 6 months old)