

# George Town Municipality

## Position Description

### Position Title: Community & Development Services Support Officer

PF NUMBER:	ESPROF	POS NUMBER:
<b>POSITION PURPOSE</b>	<p>To provide support to Community &amp; Development Services and Visitor Information Centre.</p> <ul style="list-style-type: none"> <li>a) To provide equivalent of 16 hours support to Visitor Information Centre over an average of four (4) days a week over a two-week rotation roster (most likely a 3 on, 2 off, 5 on 4 off roster). This is to provide a seven (7) day cover involving weekend work every other weekend</li> <li>b) To provide equivalent of eight (8) hours of administrative support to Community &amp; Development Services, primarily through the Community Development Officer, within normal office hours (hours to be determined).</li> </ul>	
<b>AGREEMENT COVER</b>	George Town Council Enterprise Bargaining Agreement.	
<b>PACKAGE RANGE</b>	Depends on qualifications and experience.	
<b>DEPARTMENT</b>	Community and Development.	
<b>SUPERVISES</b>	VIC & Watch House Volunteers working on those days	
<b>REPORTS TO</b>	Team Leader – Community and Development. Supervised by Community Development Officer.	
<b>BASE WORK LOCATION</b>	Municipality of George Town, Northern Tasmania. Council Offices 12 Anne Street, George Town, and Visitor Information Centre, 92-96 Main Road George Town TAS 7253	
<b>DATE</b>	30/11/2018	
<b>TERMS</b>	<p><b>Permanent Part Time (0.6 FTE)</b>  <i>This position will require some rostered weekend work (VIC support officer role) as well as occasional overtime for event management support (Community Development admin role)</i></p>	



## Community & Development Services Support Officer Key Responsibilities

Key Result Areas / Key Accountabilities/Tasks	Performance Indicators
<p>1. Provide a support role to the Visitor Information Centre Coordinator. (On the days you are rostered on to the VIC)</p> <ul style="list-style-type: none"><li>a. Open the Visitor Information Centre and prepare for the day's trading.</li><li>b. Manage till, run spread sheets and balance, collect change from bank if required.</li><li>c. Sweep any leaves, etc from front path and generally keep the entrance and building tidy</li><li>d. Supervise the day's operations at the VIC</li><li>e. Register (for Coordinators action) any Volunteer changes that are requested, use back up list for replacements for any short notice volunteer cancellations.</li><li>f. Manage responses to the day to day VIC email and phone enquiries</li><li>g. Provide support for volunteers as required and available</li><li>h. Filing as required</li><li>i. Keep VIC Coordinator informed of any communications that require action or updating (utilising the changeover notes as determined by Coordinator)</li><li>j. Other duties as may be reasonably requested from VIC Coordinator</li><li>k. Be available for reasonable overtime from time to time if shift cover is required</li></ul>	<ul style="list-style-type: none"><li>• High level of accuracy and efficiency when performing tasks.</li></ul>
<p>2. Provide administrative support to Community Development Officer</p> <ul style="list-style-type: none"><li>a. Raising and reconciling purchase orders for VIC and community (after approval given),</li><li>b. Updating Community Directories and community databases,</li><li>c. When necessary, delivery of posters and newsletters and information to local stores, schools etc.</li><li>d. Generate letters, emails and phone calls as requested by CDO</li><li>e. Provide hands on assistance as required for the running of community events</li><li>f. Filing as required</li><li>g. Other duties as may be reasonably requested from your Team Leader and/or Community Development Officer</li></ul>	<ul style="list-style-type: none"><li>• High level of accuracy and efficiency when performing tasks.</li></ul>



## Community & Development Services Support Officer Key Responsibilities

### KEY RELATIONSHIPS

#### Internal Customers

Team Leader Community and Development  
and Community Development Officer

Fellow Council Employees

#### Nature of Relationships

- Reporting relationships
- Working colleague's relationship
- Support and assist other staff members as required.

#### External Customers

Government departments in the tourism  
sector

Other visitor information centres/tourism  
facilities/operators

Tourists/visitors to our area

- Support partnership with all external stakeholders.

### DELEGATIONS & AUTHORISATIONS

UNDER LOCAL GOVERNMENT ACT AND BY RESOLUTION OF COUNCIL  
ARE DETAILED IN THE GTC DELEGATIONS REGISTER AND COVER THE FOLLOWING AREAS:

- Nil

## Community & Development Services Support Officer Policies, Procedures & Agreements

### Dispute/Grievances Procedures

George Town Council strives to achieve a work place which fosters a productive and harmonious working environment and where work-related concerns, or grievances are managed promptly, impartially and justly. To effectively deal with work related grievances, employees are required to become familiar with the grievance procedures contained in the George Town Council Enterprise Bargaining Agreement or as stated in your contract of employment.

### Confidentiality Agreement

It is a requirement of George Town Council that all new or transferring employees sign a confidentiality agreement. Employees are not to access any information within Council's systems that is not relevant to their work.

### Computer Use Policy (Electronic Media)

It is a requirement of George Town Council that all new or transferring employees sign a Computer Use Policy – (Electronic Media).

### Fraud Prevention

George Town Council is committed to the investigation, deterrence and prevention of all forms of fraud in accordance with its Fraud Control Policy. All fraud is damaging to the Council and community through financial loss, adverse publicity and loss of public confidence

### Sustainability

In accordance with *George Town Council Enterprise Bargaining Agreement, clause 3*, your role will consider the following sustainability requirements:

- To achieve and/or improve financial sustainability;
- To manage asset in a way that maximises asset service delivery and manages related risks;
- Develop, implement and improve planning & development strategies that improve the quality of life for communities through supplying access to facilities and services;
- Community satisfaction – (a) planning & development (b) community involvement (c) infrastructure (d) waste management (e) recreation, cultural facilities and programs (f) community health and safety (g) overall satisfaction

### GEORGE TOWN COUNCIL VALUES

SOURCED FROM STRATEGIC PLAN 2016-2026

#### Community

We involve people in decisions that affect their lives, we value our citizens and we develop and support them to be resilient and effective, we have empathy and seek to understand perspectives, we support and empower people through our work

#### Accountability

We take ownership of the quality and demonstrable impacts of our work, we ensure that our decisions and actions are evidence based and outcome focused, we are considered and transparent about how we use public resources

#### Respect

We treat people with fairness, respect, objectivity and courtesy, we listen and communicate honestly and clearly, we seek to understand other's perspective, experiences and contributions, we recognise and value people's diversity, equality and human rights, we will not discriminate

#### Can do

Our "can do" culture is something we're proud of – the uniting elements that binds our organisation together.

#### Heritage and Environment

We understand that the health of the environment underpins our social and economic prosperity as well as the health and wellbeing of our community, heritage is our legacy from the past, what we live with today, and what we pass on to future generations, we understand that we are custodians of our natural environment and as such have an obligation to protect and manage it wisely

#### Transparency

We seek feedback from all directions to achieve open communication and foster collaboration, we offer constructive feedback to others that is timely, specific and descriptive

#### Innovation

We are flexible, creative and responsive to changing needs, we have the courage to take informed risks and try something new, we are reflective and seek feedback to inform and shape our work, we are supportive of innovation, both within Council and within the Community

## **Community & Development Services Support Officer Qualifications, Skills, Knowledge & Experience / Selection Criteria**

### **Essential:**

- Current Tasmanian “Working with Vulnerable People” registration is required.
- Current Class “C” driving licence. (car/utes/light trucks).
- High standards of personal ethics and integrity

### **Desirable:**

#### **Qualifications**

- Relevant qualifications and/or relevant experience working within a Visitor Information Centre, or similar environment.

#### **Skills and Knowledge**

- Demonstrated ability to use information technology effectively and efficiently
- Sound knowledge of MYOB software
- Research skills and experience writing grant submissions
- Strong negotiation, influencing and leadership skills with youth, fellow Council employees and community representatives
- Demonstrated experience in strategic planning and in managing projects effectively
- Sound problem solving and decision-making skills
- High level of verbal communication skills, with the ability to quickly develop and maintain rapport with stakeholders, and, with potential volunteers within the community.
- High level written communication skills, and the ability to develop and write, policies, procedures, submissions and reports
- Ability to learn or capable of performing all tasks reasonable assigned in a competent manner

### **Experience:**

- Working within a retail environment.
- In local government desirable but not mandatory.
- Knowledge of both local and adjoining areas, specifically in relation to tourist and similar opportunities, or the ability to develop this.

### **Attitudes**

- Desire to provide a welcoming and rewarding experience for our visitors to the centre.
- Recognition that the C. and D. Support Officer must lead by example and set a standard of behaviour young people aspire to emulate.
- Effective verbal and written communication and interpersonal skills that enables performance of all duties and constructive and professional interaction with Council leadership, fellow workers and the public;

I agree to perform the duties detailed in this position description in a manner consistent with the Organisation's Values:

**Employee's Signature:**

**Date:**

