Position Description

Position Number: RL04

Facility Operations Assistant

Classification: Band 2
Directorate: Community
Department: Riverlinks
Branch: Facilities Operation
TRIM: M12/49297

Respect first, always • Take ownership • Courageously lead • Working together
• Continually innovate • Start the celebration
Greater Shepparton City Council – Position Description
Position Objectives
- Provide assistance for the facility operations in the WestSide Performing Arts Centre and the Eastbank Centre, collectively known as Riverlinks Venues.
- Assist with the delivery of facility services including room setup and pack up and cleaning duties.

Key Selection Criteria
- Provide a cleaning service for the facilities and assets managed by the Performing Arts and Conventions Branch (“Riverlinks”).
- Set up and pack down furniture and equipment as required for events and services managed by Riverlinks.
- The ability to work alone and unsupervised.
- The ability to multitask multiple priorities and tasks.
- The ability to work with teams effectively and efficiently.

Key Responsibility Areas
- Undertaking cleaning duties for the setup, clean up maintenance and cleaning associated with major event in accordance with specifications provided by the operations team leader.
- Ensure that furniture and equipment required for events held at Riverlinks venues is set up, packed down, moved and stored in accordance with instructions provided.
- Provide a safe, secure and hygienic environment for patrons utilising the centre.
- Ensure any matters of concern regarding safety, cleanliness, maintenance and asset condition are reported to the operations team leader.
- Assist in maintaining all storage and operations areas in a tidy, safe and clean condition.
- Assist with maintaining cleaning equipment in good working order.

Accountabilities
- Accountable for ensuring a clean facility for the Riverlinks venues.
- Informing his/her supervisor of any unsafe or inappropriate activities or use of equipment and to report any matters concerning equipment or materials that may present health or safety concerns.
- The adoption and implementation of safe working practices and procedures.
- Adherence to all relevant Council policies and procedures.

Specialist Skills and Knowledge
- Skills and experience in the use of cleaning and cleaning of equipment.
- Knowledge in reading floor plans for events.
- Theatre machinists skills (desirable).
- EWP Competency (desirable).

Management Skills
- The incumbent must be able to manage his/her time and work program to deliver the required outcomes of the position.
- Managing effectively the requirement of the position to work at various facilities and workplaces to meet cleaning, maintenance and program schedules and needs.

Judgement and Decision Making
- Use of resources.
- Selection of safe work practices and procedures as appropriate and relevant to the job.
- Resolving issues as they arise and referring issues to management that need specialist attention.

Interpersonal Skills
- Good communication skills appropriate for the position; customer service skills and experience; and problem solving skills relevant to the position.
- A willingness and ability to regularly consult and communicate with the supervisor, Manager, team members, other staff, contractors, clients, customers and visitors as required.
- Strong commitment to cooperation and communications amongst staff in a team environment.
- A ‘can-do’ attitude and ‘eye’ for detail.

Qualifications and Experience
- Experience in general cleaning services.
- Experience in working in a team environment.
- Proven experience in working with minimal supervision.
Council Values

Values reflect what we feel is important. Organisations may have core values that reflect what is important in the organisation. These values may be guiding principles of behaviour for all members in the organisation.

Our values are:

Respect first, always
We are attentive, listen to others and consider all points of view in our decision making.

Take ownership
We take pride in honouring our promises and exceeding expectations, and are transparent with and accountable for our actions.

Courageously lead
We lead with integrity, and stand up and stand by what is in the best interests of the Greater Shepparton community.

Working together
We work collaboratively to create higher quality outcomes that are more efficient, thoughtful, effective and responsive. We cannot accomplish all that we need to do without working together.

Continually innovate
We are open to new ideas and creatively seek solutions that encourage us to do our best for our community.

Start the celebration
As ambassadors for our people and place, we proudly celebrate the strengths and achievements of Council and the Greater Shepparton community.

Occupational Health and Safety

The incumbent, in conjunction with the OH&S committee, is responsible for the effective implementation of the Greater Shepparton City Council Safety Management System and demonstrate a commitment to effective risk management and minimisation.

- Take reasonable care for their own safety and that of others at work
- Obey all instructions from their Supervisors issued to protect their own personal health and safety and that of others
- Actively participate in OH&S, safety training and awareness programs
- Follow and encouraging work group adherence to Safe Working Procedures, instructions, guidelines and practices and recommend change if considered inadequate
- Use safety devices and PPE correctly and when required
- Report any Incidents, near misses or safety hazards to supervisors, management or HSR’s
- Ensure that they do not endanger any other person through any act or omission at work
- Ensure they are not affected by the consumption of alcohol, drugs, illness or fatigue as to endanger their safety or that of others
- Actively participate in work group OH&S activities such as toolbox sessions

Customer Service

Greater Shepparton City Council recognises customer service as a whole of council responsibility. We will strive to provide service excellence through:

- Informed professional guidance and advice
- Listening to and understanding our customer needs
- Developing skilled and motivated staff
- Strengthening relationships between staff and the customer
- Ongoing evaluation reporting and continuous improvement.

Who are our customers?
Our customers are persons or organisations that use or needs a service provided by Greater Shepparton City Council.

Our Definition – Customer Service:
We believe service excellence is the ability to provide a high quality consistent and empathetic service to our customers in line with council objectives and statutory obligations.

Recordkeeping Responsibilities

As an employee of the Victorian Public Service Sector, it is your responsibility to create and capture a full and accurate record of your work related decisions and activities. It is also your responsibility to ensure that all records are managed in accordance with the Greater Shepparton City Council’s Records & Information Management Policy, Framework and associated procedures.”
Accountability and Extent of Authority

The incumbent is subject to annual review (pursuant to Local Government Authorities Award 2001) and is accountable for:

- The Officer is accountable to their Manager for providing accurate, effective and customer focused support to meet the needs of the Council.
- The position allows the Officer the authority to make decisions about the implementation of appropriate work practices to achieve the objectives and responsibilities of this position.
- The Officer has the authority required to carry out the duties and responsibilities of the position in accordance with established procedures, business rules and standards.

Extent of Authority

Subject to, and within the framework of, the provisions of relevant legislation and statutory requirements, and the Council’s policies and procedures, the incumbent has the authority to provide advice and assistance to management and staff in accordance with: the Council Plan; relevant human resources, industrial relations, and anti-discrimination legislation; relevant Awards and certified agreements; Council’s policies and procedures; and accepted organisation standards.

Emergency Management

The Greater Shepparton City Council understands and accepts its roles and responsibilities in emergency management operations described in the Emergency Management Act 2013 and it is a core function of Council business.

At times the incumbent may be asked to assist in Council’s emergency management operations, within reason.

Risk Management Responsibilities

All staff members are to:

- Understand the principles and purpose of Risk Management and the associated framework
- Understand all the risks associated with their activities and assist their manager / team leader in the identification and management of risks
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<thead>
<tr>
<th>Organisational Relationship</th>
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<tr>
<td><strong>Reports To:</strong> Facility Operations Coordinator</td>
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<td><strong>Internal Liaisons:</strong></td>
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<tr>
<td>- All Staff</td>
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<td>- Manager Riverlinks</td>
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<td>- Riverlinks staff</td>
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<td>- Events staff</td>
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<td><strong>External Liaisons:</strong></td>
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<td>- General Public</td>
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<td>- Suppliers</td>
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<td>- Contractors</td>
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**Acknowledged:**

| Employee: |
| Signature: |
| Date: |

**Counter Signed:**

| Employer Representative: |
| Signature: |
| Date: |