



**SHIRE OF
HARVEY**

Team work

We are a united team who works together towards a common goal.

Integrity

We are empowered and accountable when making decisions.

Excellence

We are committed to an exceptional customer experience.

Leadership

We are adaptable and responsive in our leadership.

Respect

We are respectful of our history and work together to build our future.

Coordinator - HRCC

Our vision

Together, towards an even better lifestyle.

1. Position details

Directorate:	Community and Lifestyle	Level: 5
Reports to:	Manager Harvey Recreation and Cultural Centre	
Supervision of:	Nil	
Significant Working Relationships:	Administration and Senior Officers Community, Business and Agency stakeholders Key internal stakeholders	

2. Position summary

Assist in the administration and coordination of the safe operations of the Harvey Recreation and Cultural Centre.

3. Community strategic objectives



Diversified Economy



Connected Communities



Protected Natural Environment



Sustainable Built Environment



Effective Civic Leadership

4. Our values

Teamwork - We are a united team who works together towards a common goal.

Integrity - We are empowered and accountable when making decisions.

Leadership - We are adaptable and responsive in our leadership.

Excellence - We are committed to an exceptional customer experience.

Respect - We are respectful of our history and work together to build our future.

5. Key duties and responsibilities

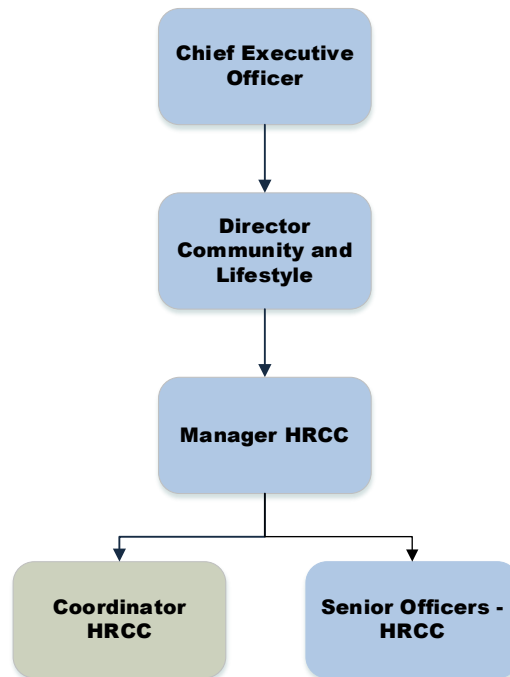
Key functions	Specific duties
Administration	<ul style="list-style-type: none">• Ensure continuity of service delivery, license compliance and ongoing development of all operations at the Harvey Recreation and Cultural Centre.• Conduct regular facility inspections and take action to ensure a high level of customer satisfaction regarding maintenance, cleaning, safety and involvement.• Prepare staff rosters as required for the safe and effective operation of the facility.• Responsible for monies receipted whilst on duty, end of day balances and preparation for banking.
Financial	<ul style="list-style-type: none">• In conjunction with Shire Accounts staff ensure accounts payable and receivable are processed in a timely and accurate manner.• Maintain and reconcile petty cash.• Provide input, implement and monitor the annual Operational Plan and budget.
Human resource management	<ul style="list-style-type: none">• Work in accordance with the Shire's defined Equal Employment Opportunity and Anti-discrimination legislation, procedures and principles.• Assist the Centre Manager in various human resource functions including recruitment, inductions and professional development.
Customer service	<ul style="list-style-type: none">• Assist with the reception function and make appropriate referrals where necessary.• Promote sales and assist patrons with product information.• Provide initial assistance for customer complaints/feedback and where appropriate make referrals to other staff.• Undertake all required administrative tasks and assist with stock control, reordering and maintain computer records.

	<ul style="list-style-type: none"> • Perform bookings for Centre programs and services such as birthday parties, health and fitness assessments and special events.
General	<ul style="list-style-type: none"> • In consultation with the Centre Manager create, maintain and review administration processes, procedures and policies. • Assist the Centre Manager in the administration of general maintenance of the centre. • Actively assist other members of the team to enhance the status of the Centre. • Maintaining the presentation of work areas to agreed standards. • Undertake higher duties as Centre Manager when required.
Other	<ul style="list-style-type: none"> • Reasonable duties commensurate with classification level. • National Crime Check. • Current “C” Class Drivers Licence. • Working with Children’s Check • Approved Managers Responsible Service of Alcohol.
Organisational	<ul style="list-style-type: none"> • Work in accordance with the Shire’s Work Health and Safety and risk management principles. • Create and capture records of work activities in line with policies and procedures. • Contribute to ensuring a cohesive team approach where knowledge is shared and there is a demonstrated commitment to continuous improvement and self-development, and participate in annual performance appraisal. • Adhere to the Shire’s Code of Conduct, policies and management practices as amended from time to time. • Contribute to the attainment and development of strategic plan outcomes, strategies and actions.

6. Extent of authority

- This position operates under the general direction of the Manager Harvey Recreation and Cultural Centre and Director Community and Lifestyle within established guidelines, procedures and policies of Council.
- This position may authorise purchases and certify invoices in line with procedures and the Purchase Order Threshold Schedule.

7. Your team



8. Position selection criteria

Essential

1. Qualifications up to Certificate IV or current previous experience and training in a similar role e.g. sports and or cultural administration, customer service.
2. High level of organisational skills to consistently approach workload in a proactive manner to ensure timelines and standards are met.
3. Experience in cash handling, banking procedures, point of sale operations and general office administration.
4. Demonstrated verbal and written skills and ability to follow procedures and policies as they apply to the position.
5. Support a culture of quality customer service and respond professionally to problems with appropriate solutions.
6. Ability to work as an effective team member.
7. Flexible and able to adjust to different tasks as required.
8. Current Provide First Aid and CPR Certificates.

Desirable

1. Apply sound judgement and make good decisions.
2. Previous experience delivering a service to customers.
3. Provide specialist advice within the team.