



ENERGISE YOUR CAREER

BE PART OF OUR WORLD



**POSITION
DESCRIPTION**



POSITION DESCRIPTION



POSITION TITLE	South & West Facilities Area Leader	CLASSIFICATION	Level Four (4)
DIRECTORATE	Planning, Environment and Community Services	AWARD STREAM	Queensland Local Government Industry Award – State 2017 Award Stream A and Isaac Regional Council Certified Agreement
DEPARTMENT	Community Facilities	REPORTS TO	Manager Council Operated Community Facilities
POSITION NO.	67,610.00	LAST REVIEW DATE	April 2022

A. ORGANISATION SUMMARY:

Isaac Region covers an area of around 58,000km² comprising 120km of Great Barrier Reef coastline and extending over 400km west to incorporate a rich agricultural and grazing heritage in addition to 27 operating coal mines producing the world's premier metallurgical coal. Our residential population of 24,275 is made up of families, young people, resources and agriculture sector workers, retirees and sea/tree changers spread across 17 unique communities including the larger towns of Clermont, Coppabella, Dysart, Glenden, Middlemount, Moranbah, Nebo and St Lawrence. It also includes the smaller communities of Carmila, Clairview, Clarke Creek, Greenhill, Ilbilbie, Kilcummin, Mackenzie River, Mistake Creek and Valkyrie. Our region is exposed to a range of global influences and drivers which present unique challenges to the local government professionals who serve it. In order to address these challenges, the organisation is heavily invested in growing our cultural leadership capability to deliver on the Isaac Vision which is Helping to energise the world. This work is being supplemented by a 5-year Isaac Capability Plan to help create the organisational settings which will be needed to address these external influences over the next 5-10 years.

B. DEPARTMENT & POSITION SUMMARY:

The *South & West Facilities Area Leader* reports to the Manager Council Operated Community Facilities, who in turn, reports to Manager Community Facilities, one of five managers reporting to the Director PECS (DPECS).

The Community Facilities Department is responsible for leading and delivering the creation of value from the community facilities Council self-operates those it leases to commercial operators and those it makes available to community organisations by way of leases or other tenures. Its purpose is to drive the best long-term performance, community service and value from the Region's 8 Aquatic Facilities, 19 Halls/Centres, and portfolio of properties which are leased to Community organisations. The PECS Noble Purpose of "*building communities through engagement, trust, innovation and value*" is the central driver of this Department.

Within this context, the *South & West Facilities Area Leader* has accountability to lead and manage the South & West facilities that Council manages itself. These include, but are not limited to: Dysart Recreation Centre,

POSITION DESCRIPTION



Dysart Civic Centre, Clermont Civic Centre, Middlemount Community Hall and from time to time, assets assigned to the Community Facilities Department that are located in Dysart, Clermont and Middlemount. The role, through its immediate team will provide an efficient, sustainable facility, creating a multi-skilled Team collaborating to provide excellence in customer service.

Some of the specific challenges for the Community Facilities Department are to continuously improve and drive performance from community facilities as well as creating a framework for the long-term sustainability of these community assets. In this position, the emphasis on customer and hospitality service, event planning and execution; and the creation of community value are paramount.

One of the objectives of the current change across the PECS Directorate is to drive a more effective and accountable culture at a fundamental level in each of the five new departments. The *South & West Facilities Area Leader* will be accountable to function in a highly collaborative way amongst its immediate and corresponding teams; across the Directorate as a whole and within the community to deliver integrated outcomes advancing the PECS Noble Purpose and Isaac Vision. The role must function with transparency and utmost integrity within the community and organisation and live both the corporate and PECS values.

C. DUTIES:

POSITION SPECIFIC ACCOUNTABILITIES / PERFORMANCE OBJECTIVES (INPUTS/OUTPUTS)

1. Based in the Dysart, Clermont or Middlemount; the role is responsible for the management and operation of the Community Facilities sites throughout the southern and western areas of the Isaac Region;
2. The role is responsible for the planning, coordinating and execution of various functions and events at Community Facilities sites throughout the southern and western areas of the Isaac Region;
3. The role is also responsible for the ongoing planned and preventative maintenance requirements at the Community Facilities sites through the southern and western areas of the Isaac Region. This also includes the inspection of sites as directed, overseeing facility support functions (external service providers, trades, cleaners and the like) and reporting (both formally and informally of all findings and requirements);
4. In consultation with the Manager Council Operated Community Facilities, assist with leading the management and delivery of the South & Western Regions Centre's administrative, financial/procurement, human resources, supply chain, inventory, maintenance, compliance and reporting responsibilities.
5. Assist with the coordination and administration of projects, research, technical assessment and regulation processes to support the Manager and the broader Community Facilities Department in the delivery of services to Council and to the wider Isaac community;
6. In collaboration with the Community Facilities Officers and Manager Council Operated Community Facilities, develop, process, review and redesign skills to ensure processes within the Department's control are systematically and transparently reviewed periodically to be efficient and customer focused, and embracing of the PECS Noble Purpose enablers;

POSITION DESCRIPTION



7. Ensure that all current forms, workflows, processes and procedures for staff under their supervision are fully documented and updated on a 6 monthly and on an “as needed” basis;
8. Coordinate, coach, mentor and guide the team and provide on-the-job training to employees to broaden peer understanding, cross-functional skill sets and to develop the internal support base;
9. Compilation of staff rosters to ensure sufficient coverage in a cost-effective manner;
10. Provide high quality customer service within the Council operated facilities in your location and other Isaac centres. In concert with the PECS Noble Purpose and Isaac Vision, deliver a broader regional capability to deliver significant events, including but not limited to:
 - a. The planning, organisation, scheduling, rostering and operational management of events and functions;
 - b. Oversight and support of centre staff;
 - c. Set up and clean up for events and functions in an efficient manner;
 - d. General cleaning including but not limited to; vacuuming, dusting, mopping, etc. as required for daily operations;
 - e. Undertake bar and kitchen duties as required.
11. Apply a self-motivated and collaborative approach to resolving or finding solutions to matters or issues, that are not specifically listed as accountabilities;
12. Assist with mentoring and providing guidance to other staff in policies, procedures and all other regulatory requirements to ensure that they have the necessary skills to perform their duties;
13. Monitoring the daily attendance of staff, ensuring that casual staff are employed gainfully and appropriately in regard to time, hours and duties performed
14. Serve as a facility representative for any booking by facilitating tasks including, but not limited to:
 - a. Setting/packing booked spaces within the facility, including but not limited to collection of rubbish, cleaning rooms, floors, equipment, etc. as required;
 - b. Pre and post-event walk through to assess facility condition;
 - c. Enforcement of Council’s policies and procedures;
 - d. Identify and resolve challenges;
 - e. Action and resolve public complaints;
 - f. Ensuring food orders are prepared;
 - g. Ensuring all audio/visual, telecommunications, decorations, etc. requests are actioned.
15. Ensure the safety of people who attend the venue and safeguard against foreseeable harm and ensure compliance with the liquor laws;
16. Be reasonably available for after hours and weekend duties as may be necessary to support business needs and operations;
17. Contribute to the facilitation of positive community outcomes by providing high level customer service, fostering and maintaining deep, respectful, collaborative relationships with team members and stakeholders both internally and externally;
18. Perform all duties in a professional and ethical manner, participate in teamwork, maintain and develop ongoing personal standards and competence, effectively manage own personal work priorities and promote the PECS Noble Purpose Enablers, Customer Service Charter and Values;
19. Apply a self-motivated and collaborative approach to resolving or finding solutions to matters or issues that are not specifically listed as accountabilities; and
20. Undertake any other duties, projects or service or development activities as reasonably directed within the scope of the employee’s skills, competence and training.
21. Establish and maintain high level partnerships with inter and intra-regional businesses, Councils and other likeminded organisations to maintain:
 - a. An updated knowledge of industry best practice and procedures;
 - b. Knowledge of current event and hospitality market trends;

POSITION DESCRIPTION



- c. Opportunities to leverage new events-based business;
- d. High level exposure of the South and Western (and regional) facilities to attract new and existing customers.

D. KEY COMPETENCIES:

Knowledge and skills

Essential

1. Demonstrated understanding of applicable Australian Building Codes and Standards;
2. Demonstrated experience in the delivery of high-level customer service;
3. Demonstrated experience in the operation of audio equipment and lighting desk;
4. Demonstrated experience in the provision of administrative support;
5. Experience in the use of financial programs, and preparing requisitions and expenditure reports;
6. Previous local government experience and an understanding of departmental policy and procedures would be highly regarded;
7. Demonstrated ability to work in multi-disciplinary work teams;
8. Previous experience with Technology One or similar record keeping systems would be highly regarded.

Qualifications

Mandatory:

1. The role requires the possession of a current C Class Open Australian Drivers Licence.
2. Blue Card from the Commission for Children, Young People and Child Guardian, or ability to obtain prior to commencement.

Desirable:

1. Vocational qualifications in Marketing, Hospitality, Facility Management, Asset Management, or a relevant field coupled with significant experience (3-5 years) in a similar role.
2. 'Liquor Approved Manager' (Responsible Management of a Licensed Venue and RSA Certification) or ability to obtain.
3. First Aid Certificate or ability to obtain.

E. POSITION SPECIFIC REQUIREMENTS & CONDITIONS

1. Fully vaccinated against COVID-19 (fully vaccinated means two (2) doses of a vaccine and, if eligible, a booster shot)

F. PHYSICAL DEMAND CATEGORY:

- Sedentary Work
- Light Duty - Frequent lifting / carrying of objects weighing up to 5kgs.
- Medium Work - Frequent lifting / carrying of objects weighing up to 10kgs.
- Heavy Work - Frequent lifting / carrying of objects weighing up to 25kgs or more.

Audio-Visual Demands:

POSITION DESCRIPTION

- Depth Perception Colour Discrimination Peripheral Vision Hearing (Avg)

Specific Actions Required:

This job may include:

- | Standing/Walking | Sitting | Driving |
|---|---|--|
| <input type="checkbox"/> None | <input type="checkbox"/> None | <input type="checkbox"/> None |
| <input type="checkbox"/> Occasional | <input type="checkbox"/> Occasional | <input checked="" type="checkbox"/> Occasional |
| <input type="checkbox"/> 1 - 4 Hrs | <input checked="" type="checkbox"/> 1 - 4 Hrs | <input type="checkbox"/> 1 - 4 Hrs |
| <input checked="" type="checkbox"/> 4 - 6 Hrs | <input type="checkbox"/> 4 - 6 Hrs | <input type="checkbox"/> 4 - 6 Hrs |
| <input type="checkbox"/> 6 - 8 Hrs | <input type="checkbox"/> 6 - 8 Hrs | <input type="checkbox"/> 6 - 8 Hrs |

Work Environment:

- | Attribute: | Yes | No |
|---------------|-------------------------------------|-------------------------------------|
| Chemicals | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Cold | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Dampness | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Fumes/Gases | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Heat/Humidity | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Heights | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Noise | <input checked="" type="checkbox"/> | <input type="checkbox"/> |

Repetitive Motions:

- Simple Grasping Fine Manipulation Pushing & Pulling Finger Dexterity Foot Movement

This Job Will Require:

- | Manoeuvre | Frequent | Occasional | None |
|-----------|--------------------------|-------------------------------------|-------------------------------------|
| Bending | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Squatting | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Climbing | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Twisting | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Reaching | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |

G. DELEGATED AUTHORITY AND ACCOUNTABILITY (in accordance with the Delegated Authorities Register):

Delegations as detailed in Council's Delegation of Authority register.

EXTENT OF AUTHORITY:

Position exercises a degree of autonomy and works under general direction with the freedom to act within established policies practices. The position must understand that their powers are limited to their delegated authority and know and comply with any authority/obligation that comes with their powers.

H. WORK HEALTH SAFETY, QUALITY AND ENVIRONMENTAL OBLIGATIONS:

Workers and Others authorities and responsibilities include the following:

1. Comply with any and all policy, procedures and work instructions to ensure the requirements for health, safety, wellbeing, quality and environment are adhered to.
2. Take reasonable care for their own health and safety.
3. Ensure actions or omissions do not adversely affect the health, safety and wellbeing of others or the environment.
4. Comply with any reasonable instruction to comply with the Work Health and Safety Act Qld (2011).
5. Immediately notifying their manager or Supervisor of any workplace hazard identified and rectify hazard if possible.

POSITION DESCRIPTION



6. To participate in risk assessments utilising the 'Think ISAAC' risk model and ensure personal safety through the use of the personal risk assessments.
7. To use personal protective equipment if the equipment particularly is provided by Council and you are instructed in its use.
8. Raise any non-conformances with their supervisor.
9. Comply with the requirements of Councils health and wellbeing policy, including participation in medicals, obtaining vaccinations and maintaining a general level of fitness to work.
10. Participate in Councils rehabilitation and return to work processes as required.
11. Actively contribute to prevention of environmental harm, by compliance with any and all procedures.
12. Informing your supervisor as soon as possible of anything which may be harmful to the environment, for example, spills and leaks.
13. Consider and respond to internal and external customer needs in timely fashion.

Equipment Operated

1. Computer, motor vehicle

I. RESPONSIBILITIES:

Corporate Responsibilities

Code of Conduct

1. Compliance with Council's Code of Conduct, management directives and policies and procedures, ensuring that behaviour and conduct;
 - a. is in line with the expectations of Council as specified in the Code of Conduct, and
 - b. decisions are made based on the principles of sound ethics and sound judgement.
2. Act at all times in line with the Principles as outlined in Council's Code of Conduct. Specifically;
 - a. Integrity and Impartiality
 - b. Promoting the Public Good
 - c. Commitment to the system of government
 - d. Accountability and transparency

Conflict of Interest

1. Employees of Council have specific obligations relating to conflict of interest and where there may be a conflict of interest with Council activities or there may be a detrimental effect on the performance of the employee, other employment or contracts will not be undertaken without prior written approval from the CEO.

Other

- Commitment to Council's Corporate Plan.
- Commitment to Equal Employment Opportunity, Diversity and Merit principles.
- Commitment to ensuring a workplace free from harassment and discrimination.
- Efficient and effective utilisation of resources as allocated under the level of responsibility for this position.

J. GENERAL OBLIGATIONS:

1. This is a description of the job as it is at presently constituted. It is the practice of this organisation periodically to examine employees' job descriptions and to update them to ensure that they relate to

POSITION DESCRIPTION



the job as then being performed, or to incorporate whatever changes are being proposed. This procedure is jointly conducted by each manager in consultation with direct reports and may involve a representative of Human Resources. You will, therefore, be expected to participate fully in such discussions. It is the organisation's aim to reach agreement to reasonable changes where identified.

2. Employees may be required to undertake a variety of duties not related to their substantive role in times of disaster or significant organisational crisis.
3. All employees are responsible for making and keeping records in accordance with legislation, information standards and other relevant guidelines and procedures.
4. All employees shall be required by the Council to obtain and to maintain the necessary registration and licences that such employee would normally be required to hold in order to fulfil their position.

K. CERTIFICATION:

1. The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

	EMPLOYEE	DEPARTMENT MANAGER
NAME		
SIGNATURE		
DATE		



Isaac Regional Council

We're delivering in a changing world

OUR VISION

Helping to energise the world.
A region that feeds, powers and builds communities, now and for the future.


OUR GOAL

To pursue long-term sustainable futures for Isaac's communities.

OUR VALUES

COMMUNITY FOCUS 
We engage and communicate authentically with all Isaac communities to understand both their common and specific needs.
We will continuously improve how we address those needs to help future-proof our region.

TEAMWORK 
We expect respectful relationships in our work together, to achieve.
We cultivate commitment through shared purpose, to create value.

CARING 
We are committed to working safely and caring for the safety and wellbeing of our people and communities.
We believe that people matter.

POSITIVE WORK ETHIC 
We do our best every day to have pride and enjoyment in our work.
We display accountability, transparency, procedural consistency and integrity.
We seek the highest possible practical outcomes in everything we do.
We practice the knowledge that how we do things is just as important as what we do.

At Isaac, the how matters.