

Position information

Position Title:	Recreation and Events Administration Officer
Classification:	Band 4
Reports to:	Recreation and Events Coordinator
Division:	Environment, Recreation and Infrastructure
Department:	Open Space and Recreation

Our strategic context

Council Plan Vision Achievement

We partner with our community to protect and care for the community of life in Bayside making an inclusive, active, healthy, connected and creative experience for all.

How we work together

Our values and behaviours underpin all the work we do and are the foundation for the development of One Bayside.

We hold ourselves and each other accountable to our shared values and behaviours of **Respect Each Other, Own It, Work Together** and **Find Better Ways**.

Position Purpose

The key purpose of the Recreation and Events Administration Officer role is to provide administrative support to the Recreation and Events team to ensure the functioning and effective service delivery. The officer will have a strong customer focus and communicate with a broad range of stakeholders. The role will assist with stakeholder correspondence and phone calls, supporting the continuous improvement of the team and the achievement of team objectives.

Position – Key Functions, Accountabilities & Outcomes

Key Functions	Accountabilities	Outcomes
Provide administration support to the Recreation and Events team	<ul style="list-style-type: none"> • Oversee efficient and effective administration processes. • Assist with permits, facility bookings and allocation requirements when required, including filming, events, school and open space permits. • Maintain and update Council records and systems. • Ensure all processes and procedure manuals are mapped and current. • Agenda planning, preparation and distribution. • Support the team through collecting and collating data and performance measures. • Assist with mail merge and other bulk communications. • Assist with raising Purchase Orders, processing invoices and other financial processes as required. 	<ul style="list-style-type: none"> • Timely and accurate completion of tasks to support the effectiveness and efficiency of the team.
Provide strong customer service to internal and external stakeholders	<ul style="list-style-type: none"> • Customers are provided with accurate and timely information. • Support the team through recording messages from internal and external stakeholders and providing information where possible. • Handling of customer requests and complaints in a timely matter. • Draft correspondence relating to recreation and events matters. 	<ul style="list-style-type: none"> • Customers and staff are provided with accurate and timely information.
Process & system improvement	<ul style="list-style-type: none"> • Support the team through enhancing and supporting digital platforms and ensuring Council's website is current and accurate for Recreation and Events topics. • Contribute system and process improvements for Recreation and Events team. 	<ul style="list-style-type: none"> • Provide insights and process improvements for staff and customer experiences.

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Position - Organisational Relationships

Key Internal Contacts: All staff

Key External Contacts: Bayside Community
Sporting and community associations
Suppliers

Position - Delegations

Financial Delegations: As per Financial delegations

People and Position Delegations: As per People and Position delegations

Position – Skills and Competencies

Accountability and Extent of Authority	<ul style="list-style-type: none">• Provision of information to residents and customers in relation to Councils Recreation and Events matters.• Provide guidance and advice to all members of the Recreation and Events team to assist in the delivery of quality, effective and timely responses to the community and internal stakeholders.• Freedom to effectively plan and complete assigned work and to make referrals to staff in accordance with defined duties and responsibilities.• Ensure management and completion of tasks in a manner that achieves the corporate objectives of Council.
Judgement and Decision Making	<ul style="list-style-type: none">• Operate with a high degree of discretion and maintain confidentiality at all times.• The tasks will be performed within regulatory or procedural guidelines.• Judgement will be required to be exercised when providing information and when handling enquiries and complaints.• Ability to solve problems, as and when encountered, with the application of knowledge and previous experience.

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	<ul style="list-style-type: none"> • Guidance and advice are always available from the Recreation and Events Coordinator and/or team members.
Interpersonal Skills	<ul style="list-style-type: none"> • Ability to communicate to all levels of staff to assist and gain co-operation in the administration of team activities. • Ability to work effectively in a team environment. • Commitment and capability for accuracy and attention to detail. • Ability to deal calmly and professional with customers in challenging situations and to represent Council to a high standard. • Excellent phone manner and customer service skills. • Be a person who is approachable and easy to deal with. • Must be empathetic, effective and trusted when working with internal and external stakeholders. • Skills in writing or preparing customer correspondence.
Qualifications and Experience	<ul style="list-style-type: none"> • Experience in administration of Recreation, Sport, or Events or a similar role. • Experience in dealing with multiple topics concurrently challenging topics and competing demands • Demonstrated experience and proficiency in the use of Microsoft Office Suite and other computer applications, in particular word processing, spreadsheets and database applications. • Experience in providing high quality customer service for internal and external customers. • Strong oral and written English communication skills. • Demonstrated ability to contribute effectively in a busy team environment.
Specialist Skills and Knowledge	<ul style="list-style-type: none"> • Experience in providing high quality customer service in a recreation/events field including problem solving and managing customers/stakeholders' expectations. • Ability to monitor, prioritise and operate with competing priorities. • Highly developed administrative and customer service research skills. • High level written and oral presentation skills.
Management Skills	<ul style="list-style-type: none"> • Ability to use initiative and be self-motivated and directed. • Ability to liaise with other areas of the organisation to achieve required outcomes.

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	<ul style="list-style-type: none"> • Ability to operate professionally and with a high level of emotional intelligence.
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What we are all responsible for



Values and Behaviours

- Embrace and live the shared values of Bayside City Council: ***Respect Each Other, Own It, Work Together, Find Better Ways.***
- Reflect these values in how we do business and how we treat each other, our customers and our community members.
- Work in a manner that reflects the agreed Team Behaviours.



Code of Conduct

All employees are required to comply with the standards of behaviour that are outlined in the Code of Conduct. The Code of Conduct sets the expectations Council has of all employees, as well as the expectations that employees can have of Council. It helps us to understand our responsibilities in terms of:

- Adhering to Council policies and procedures, and the law.
- Dealing with Council Property.
- Corporate Obligations.
- Personal Conduct.



Customer Service

We are committed to being a customer-focussed organisation that delivers excellent and effective customer service at all levels. By engaging with the community, delivering simplified processes, and exceeding expectations, we are committed to customer service that will be:

- Easy to deal with.
- Empathetic.
- Effective.
- Trusted.



Diversity, Equity and Inclusion

We are focused on creating a psychologically safe culture where our people feel respected and free to speak up. A culture where:

- Inclusivity becomes a conscious standard practice.
- We have a safe workplace where people are respected, heard and valued.
- We have a thriving high-performance culture.

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- We are able to achieve our strategic goals.



Safeguarding Children and Young People

We are committed to building a culture that keeps children and young people we support and engage with safe from abuse through:

- Promoting the safety and wellbeing of children and young people to whom we provide services.
- Ensuring that our interactions with children and young people are consistent with the Safeguarding Children and Young People Policy and Safeguarding Children and Young People Code of Conduct.
- Speaking up and reporting any suspicions, concerns, allegations, or disclosures of alleged abuse, by staff and those with whom we interact.
- Following policies and procedures for safeguarding children and young people.
- Maintaining a valid Working with Children Check.



Workplace Health, Safety and Wellbeing

- Read and comply with all OHS policies and procedures in relation to your OHS roles and responsibilities.
- Immediately report all hazards and incidents, following the appropriate processes and using the online hazards and incidents form.
- Work in a manner that will not endanger yourself or any other person.
- Assist new employees in the use of proper work practices and procedures.
- Use personal protective equipment clothing or equipment (PPE) provided as instructed by your supervisor and report any defective or damaged PPE.
- Not attempt any task unless you are capable and competent to carry out the task.



Sustainability

- Demonstrate individual responsibility and commitment to sustainability by complying with Council's internal policies and guidelines.
- Participate in staff initiatives and change campaigns to reduce impact on the environment, including energy and water efficiency, recycling and avoiding waste, zero carbon transport and sustainable procurement.

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