

Community Halls Support Lead

Position Description

Directorate	Community and Environmental Services	Department	Community Services, Sport and Recreation
Reports To	Team Leader Community Halls	Direct Reports	Yes
Queensland Local Government Industry Award - State 2017 -Stream	Stream A - Division 2, Section 1 - Administrative, clerical, technical, professional, community service, supervisory and managerial services.	Moreton Bay Regional Council Certified Agreement 2022 EBA5 Wage Level	Schedule 1, Level 4

Position Purpose

This position will lead a team responsible for the administrative and operational support of Council's network of Community Halls and the Caboolture Hub Learning and Business Centre.

Key Responsibilities and Outcomes

As a Community Halls Support Lead, you will:

- Oversee administrative and support functions associated with the operation of Council's network of Community Halls and the Caboolture Hub Learning and Business Centre, including but not limited to booking processes, financial operations, venue management activities and hirer engagement.
- Provide leadership to the Community Halls Support Officer team, developing and maintaining a work culture that fosters teamwork, accountability, innovation and excellence.
- Contribute towards the development and implementation of annual community hall activation plans, and lead marketing and promotional activities associated with Council's community halls and the Caboolture Hub Learning and Business Centre.
- Act as the key liaison point for Council's community halls cleaning contract, and lead relevant contract management activities.
- Contribute towards the ongoing review and development of business resources, including but not limited to: website content; work instructions; business systems; forms; and reference material.
- Assist in the development and implementation of operational plans and reports relevant to the work area, ensuring corporate objectives and relevant milestones are achieved.

Our Values

Our values shape the way we behave, how we interact with each other and our customers. They underpin our decision making and are our guiding principles for how we work every day. As a leader you will take accountability for demonstrating the values expectations and behaviours and enable your team members to do the same.

SERVICE**TEAMWORK****INTEGRITY****RESPECT****SUSTAINABILITY****Decision Making**

<i>Budget</i>	N/A
<i>Delegations</i>	Delegations under the Local Government Act 2009 and as directed and published in Council's Delegation Register

Knowledge & Experience

- Experience in effectively leading a team to achieve high quality service delivery outcomes.
- Significant experience in the operational management of community halls and/or venues.
- Sound contract management experience.
- Demonstrated ability to build relationships with a diverse range of internal and external stakeholders, and an ability to navigate complex and sensitive customer and stakeholder interactions.
- Well-developed time management skills, and an ability to manage competing priorities and achieve deadlines.
- Well-developed verbal and written communication skills.

Qualifications

- Current "C" Class Driver's Licence.

Note: This position description reflects a summary of the key accountabilities of the position, it is not intended to be an all-inclusive list of duties, steps and tasks. Leaders may direct team members to perform other duties at their discretion.