

Position Description

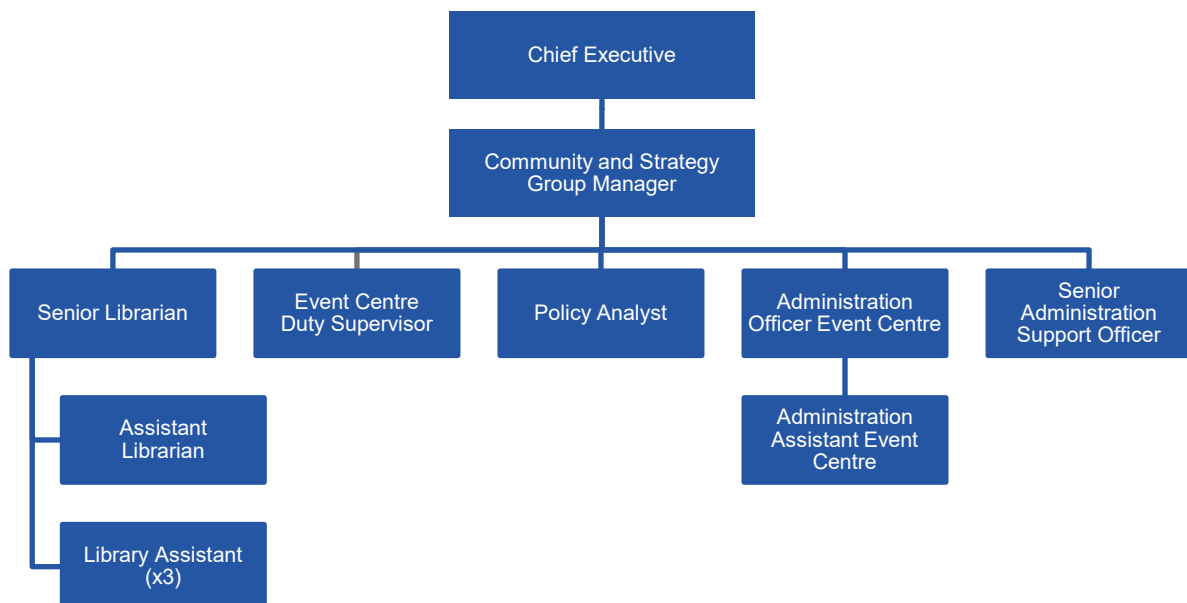
Position Details

Position title	Administration Officer Event Centre
Position category	SP5 – 9
Reports to	Community and Strategy Group Manager
Group	Community and Strategy Group
Staff	One direct report
Employment type	Permanent part time
Hours of work	30 hours per week Tuesday to Friday
Location	Waimate Event Centre, Paul Street, Waimate
Date last reviewed	11 September 2019
Minimum review date	11 September 2021

Purpose

The Administration Officer Event Centre is responsible for the day to day running and administration of the Waimate Information Centre and Event Centre.

Structure



Council Overview

Local Government Purpose

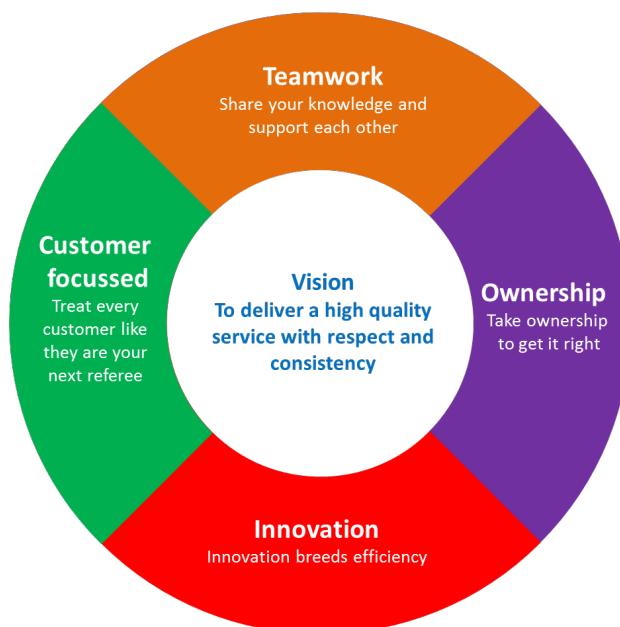
As defined in the Local Government Act 2002:

- 1 To enable democratic local decision-making and action by, and on behalf of, communities; and
- 2 To promote the social, economic, environmental, and cultural well-being of communities in the present and for the future.

Waimate District Council's Vision for the District

Leading our communities towards a diverse, thriving and sustainable district.

Staff Vision and Values



Internal and External Relationships

Internal Relationships	External Relationships
<ul style="list-style-type: none">• Community and Strategy Group Manager• Administration Assistant– Event Centre• Event Centre Duty Supervisor• Executive Support Manager• Marketing and Promotions Officer• Cleaning staff• Other Waimate District Council staff	<ul style="list-style-type: none">• Members of the Public

Key Responsibilities

- Ensure the day-to-day operations of the Waimate Information and Event Centre are run professionally
- Respond to customer enquiries in a polite, knowledgeable and professional manner
- Work closely with the Administration Assistant and allocate tasks when necessary
- Regular liaison with the Event Centre Duty Supervisor.
- Manage the roster when staff are on leave and provide cover where possible
- Manage the sale of souvenirs
- Ensure good cash handling processes are in place
- Responsible for statistical recording and reporting
- Responsible for Event Centre bookings and invoicing
- Manage the preparation of Event Centre rooms for customer use, including cleaning
- Responsible for the administration and enquiries relating to grants that Council manage. This includes processing grant applications, preparing agendas, minute taking and liaison with applicants and committee members
- Seek opportunities to promote the Event Centre
- Manage electronic security tags for the Fitness Centre and Squash Club
- Provide regular reports to the Community and Strategy Group Manager
- Maintain a working knowledge of all equipment within the Event Centre

The following responsibilities apply to all staff.

Health and Safety

The Health and Safety at Work Act 2015 places the onus of responsibility for health and safety on workers as much as the Council. It is imperative all workers actively participate in managing risks and hazards, reporting accidents, incidents and near accidents, and avoiding any action which may cause harm to themselves or others. This includes:

- Working in a safe manner to protect themselves, their fellow workers and all plant, property and equipment.
- Only operating equipment for which they have been trained and/or instructed in and hold appropriate authorisations for, or with specific supervision.
- Adherence to the relevant legislation, regulations, standards, rules, instructions, and best practice.
- Keeping their work area or equipment clean and tidy and maintaining a high level of housekeeping.
- Wearing appropriate personal protective equipment.
- Ensuring no acts or omissions while at work causes harm to themselves or any other person.
- Being familiar with all emergency equipment in the work area and all work-site emergency procedures.
- Not wilfully interfering with or misusing items or facilities provided in the interest of safety.
- Reporting all workplace illnesses, injuries, near misses and incidents as soon as possible using the reporting form and taking all reasonable action to eliminate their recurrence.
- Reporting any hazardous condition, situation or event.

Civil Defence/Emergency Response Duties

- All Council staff are expected to undertake appropriate training to prepare for a Civil Defence/emergency management event. In the event of an emergency or potential emergency, you must firstly have due regard to the safety of your family. You may be assigned duties to assist Council in managing the event.

Variation of Responsibilities

The key responsibilities described in this document should not be construed as a complete and exhaustive list as it is not the intention to limit in any way the scope or functions of this position. Key responsibilities may be amended from time to time following consultation with the position holder, Community and Strategy Group Manager and Human Resources Manager, and will be reflected in this document. From time to time, you may be required to perform duties outside of your normal responsibilities as needed.

Knowledge, Qualifications and Experience

Essential

- Minimum of 2 years administration experience, preferably managing an office
- Outstanding relationship building and communication skills
- Exceptional time management and organisational skills
- High level of computer experience
- Systems oriented and good understanding of technology

Expected Behaviours

Core Behaviours	
Accountability	<ul style="list-style-type: none">• Accepts responsibility for own actions and decisions• Delivers on commitments• Admits mistakes and uses them as learning opportunities
Adaptability	<ul style="list-style-type: none">• Willingness to accept changes and can readily reset their objectives, priorities and plans to accommodate new requirements
Business ethics	<ul style="list-style-type: none">• Demonstrates integrity, honesty and commitment• Models a high level of professionalism and exercises discretion• Maintains confidentiality• Is prudent in financial dealings
Communication	<ul style="list-style-type: none">• Communicates messages in a clear, concise and consistent manner• Ability to communicate effectively with a wide variety of people• Uses the most effective method and style of communication for the audience and situation• Utilises effective listening skills and questioning techniques
Customer service	<ul style="list-style-type: none">• Recognises the diversity of customers, and adapts approach and style to meet their needs

Core Behaviours	
	<ul style="list-style-type: none"> • Consistently demonstrates respect, responsiveness and professionalism while providing superior services for customers • Problems and complaints are acknowledged and attempts made to resolve them in a timely fashion, seeking advice from senior staff where required • Always complies with Council's confidentiality policy when dealing with customer information
Self management	<ul style="list-style-type: none"> • Proactively plans work and manages competing priorities to ensure deadlines are met • Plans and utilises resources in the most effective and efficient way • Makes appropriate decisions, taking into consideration impacts and risks • Listens to and considers different viewpoints, remaining calm when challenged • Alerts manager when overloaded, stressed or having difficulty with specific tasks or areas of responsibility • Continually looks for opportunities to gain new knowledge and skills
Team work	<ul style="list-style-type: none"> • Is an active and contributing team player • Values diversity and supports different ways of working • Proactively shares information, ideas and experiences • Empowers others to succeed and to seek excellence • Credits others for their contributions and accomplishments
Vision and values	<ul style="list-style-type: none"> • Shows commitment to Council's vision and values

Role Specific Behaviours	
Capability development	<ul style="list-style-type: none"> • Ensures team members have the necessary resources and skills to do their job
Decision-making	<ul style="list-style-type: none"> • Uses own judgement and experience to solve problems
Information technology	<ul style="list-style-type: none"> • Has an appropriate level of skill in computer software relevant to the requirements of the role • Is confident to try new software • Looks for ways to improve efficiency through the use of technology
Innovation	<ul style="list-style-type: none"> • Continually reflects on how things could be done better • Adopts a positive and flexible attitude to improvement, change and challenges • Manages barriers to innovation and improvement
Leadership	<ul style="list-style-type: none"> • Leads by example by demonstrating consistent leadership behaviours that align with Council's vision, values and goals

Role Specific Behaviours	
	<ul style="list-style-type: none"> • Creates a positive working environment where trust, open communication, creative thinking and cohesiveness exists • Actively seeks to coach and mentor staff, and check progress of those staff • Ensures knowledge is passed on to achieve the maximum benefit • Celebrates successes
Relationship building	<ul style="list-style-type: none"> • Builds and maintains professional and productive relationships • Understands stakeholders' views and why they are held • Demonstrates sensitivity to other groups and values diversity

Approval

**Administration
Officer Event
Centre**

Name

Signature

Date

**Community and
Strategy Group
Manager**

Name

Signature

Date

**Human
Resources
Manager**

Name

Signature

Date