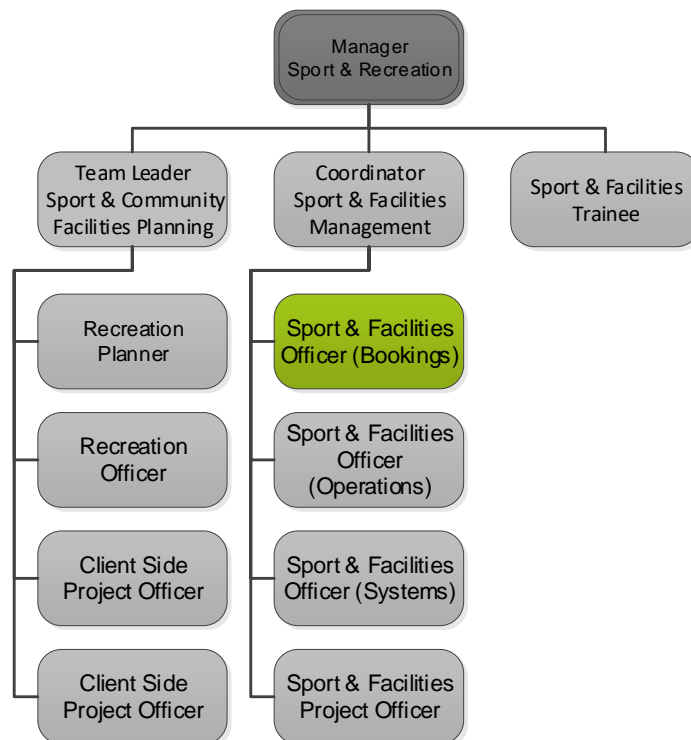


POSITION DESCRIPTION

Position Title	Sport & Facilities Bookings Officer
Position Number	37005.1
Division	Sport, Community & Activation
Branch	Sport and Community Services
Grade	12
Special Requirements	Ability to drive a Council Vehicle
Physical and Environmental Demands	Ability to attend meeting after hours when necessary Drivers licence and ability to drive Council vehicles
Authorities	As applicable and as delegated by the General Manager
Key Direction/s	An Enriched and Connected Community

Reporting Structure



Position Purpose

To develop, facilitate and effectively manage bookings of Council's community and sporting facilities

Key Result Areas

- **Sport and recreation management**
- **Events and programs**
- **Corporate Core Values**
- **Customer Service**

Key Duties & Responsibilities

Sport and Community Facility Management

- Provide a high level of service by actively maintaining and managing the Recreation Mailbox to ensure timely responses on all requests.
- Provision of timely and accurate booking information to the sport & community facilities team and management relating to community and sporting facilities.
- Refer requests for maintenance and repairs to the Sport and Facilities Operations Officer for action.
- Provide support to the Customer Relations team and other internal customers for community and sport facility-based hire enquiries
- Assist with management of Council's facility access system and key register relating to community and sporting facilities, including keys, swipe cards, alarm details and bond refunds
- Refer information for management of changes to Council's automated floodlighting systems for sporting facilities to the Sport and Facilities Systems Officer
- Assist the Sport and Facilities systems officer to market and promote available community and sporting facilities
- Coordinate the community and sport facilities bookings process, including regular, annual and seasonal Expression of Interest processes to ensure transparency in the allocation of space for regular, annual and seasonal hire and manage any required changes and relocations.
- Undertake relevant administrative duties including filing and maintaining records management systems, refund requests and invoice requests related to the use of community and sporting facilities.
- Provide feedback and input into section plans and facility development
- Dedicated support for the implementation of the new online Council booking system and the ongoing management of the system for Council in the Sports and Community Facilities team area including;
 - Transition of existing information into the new system
 - Development of processes and Pro-mapping the system
 - Development of training schedules for staff and community users
 - Development of FAQ's for new system specific to the team
 - Ongoing liaison with Customer Service Team for use of the program

Events & Programs

- Provide support to activities and events co-ordinated by the Sport and Community Facilities team

Branch Activities

- Act in accordance with Council's Fraud and Corruption Prevention Policy and Plan at all times as Council will not tolerate fraudulent or corrupt practices by its own staff, contractors or others working for Council.
- Represent the Sport & Community Facilities team on relevant cross organisational working groups
- Other relevant duties which may be required by the Team Leader or Manager from time to time

Corporate Core Values.

- Continuously display Councils Corporate Core Values of Leadership, Innovation, Partnership, Commitment, Customer Focus and Safety.

Customer Service

- Demonstrate a strong customer focus which is accurate, responsive, timely and courteous
- Provide responsive and effective internal and external customer service in accordance with Council's Customer Service Charter

WHS Responsibility

- Implement, monitor and, or comply with Councils WHS Management System, including but not limited to WHS Policies, Standard Operating Procedures, Risk Assessments/Work instructions and associated systems tools in their relevant work area

Risk Management Responsibilities

- To act at all times in a manner which does not place at risk the health and safety of anyone in the workplace.
- Responsible and accountable for taking practical steps to minimise Council's exposure to risks in so far as is reasonably practicable
- Must be aware of operational and business risks. Particularly:
 - understand and adhere to the principles of Risk Management within their job role;
 - assist Managers and Team Leaders in identifying risks and risk treatments in their job role;
 - provide input into various risk management activities;
 - report all emerging risks, issues and incidents to their manager or appropriate officer; and follow Council policies and procedures.

Essential and Desirable Criteria

Essential

- Previous experience in a customer service role.
- Experience with Electronic Booking Software, Excel and Word
- Extensive experience in general office procedures and good organisational skills
- Previous experience working with confidential records and information.
- Proven ability to recognise user needs and implement improvements to systems.
- Demonstrated ability to apply EEO, WHS and ethical practice principles and to act with probity at all times.
- Excellent oral and written communication skills, and ability to work independently

Desirable

- Flexibility towards working hours
- Ability to develop and use PowerPoint and Excel power point programs

Prepared By	Director Sport, Community and Activation
Date Prepared	November 2021
<p>I have read and understand the contents of the position description for my role and agree to work in accordance with the requirements of the position.</p> <p>I understand that this position description may change with organisational requirements and the tasks and responsibilities outlined in the position description may vary from time to time.</p>	
Employee Name:	
Employee Signature:	
Date:	