

POSITION DESCRIPTION

1. POSITION DETAILS

Position Title:	Facilities Coordinator
Division:	City Operations
Unit:	Venue Management
Management Level:	Supervisor/Team Leader

2. ORGANISATIONAL RELATIONSHIPS

Position Title of Supervisor:

Operations Manager

Titles of Positions which report to this position:

Venue Officer

Contractors for which this position is responsible:

Operations related contractors for areas such as Security, Cleaning and Manual handling contractors report to this position on a daily basis.

3. PRIMARY PURPOSE OF POSITION

- To ensure the presentation standards at the City's venues (including equipment set-up, cleanliness and security standards) comply with both the City and clients requirements.
 - The supervision, coordination and participation in the activities associated with the position of Venue Officers, casual staff and contractors.
 - To act as the Officer in Charge during events, ensuring all set up, operational and safety requirements of events held in the venues are met.
 - To ensure the working conditions under the control of the position are to the requirements of the City, and any unsafe or unhealthy conditions or behaviour in the workplace are acted upon immediately.
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4. POSITION OBJECTIVES

The major objectives to be achieved by the Facilities Coordinator are;

- To be held accountable for the presentation standards at the City's venues (including equipment set up, cleanliness and security standards) and to ensure that they comply with both the City and clients requirements.
- To be held accountable for the supervision, coordination and participation in the activities associated with the position of Town Hall Officers, casual staff and contractors.
- Effective coordination of activities to ensure timely and effective completion of tasks.
- Foster an effective teamwork environment through ongoing communication and consultation
- Provide meaningful input continuous improvement of operational performance.
- To be held accountable for working conditions under the control of the position and for detecting any unsafe or unhealthy conditions or behaviour and to take immediate steps to investigate and rectify any risks to health, safety and welfare arising from any activity.

5. POSITION ACCOUNTABILITIES

- Prepare and implement all rosters and resourcing arrangements for Venue Officers, Casual staff and contractors to ensure that the requirements of the City and the hirers are met. This includes the preparation of rostering arrangements such as shifts, annual leave, overtime, and completion of daily time sheets.
- Co-ordinate and supervise and implement cleaning schedules within The City's Venues, including the control all plant and stores used for the operational requirements, including cleaning of such areas.
- Attend production meetings with both venue users to ensure that the hirers requirements are achieved.
- To ensure, as the "Officer in Charge" at functions, that hirers, staff and subcontractors comply with all the City's policies, terms and conditions of use.
- Provide relevant training and development to the Venue Officers, casual staff and contractors, including the upkeep of uniforms, procedures and guideline standards such as emergency evacuation procedures.
- Carry out daily venue inspections and submit reports to the Operations Manager, on damage and other incidents that may need attention by trades/technical staff.

- Provide advice and assistance to clients regarding the services and facilities of the City's venues eg stage lighting, audio/visual equip and seating/table floor plans.
- Complete daily administrative duties, including pre/post function reports, roster related activities, incident reports and client correspondence.
- Perform the duties of a Venue Officer where required.
- Comply with all related tasks as set out in the City Services Quality Manual and associated City Services documentation.
- Comply with and keep abreast of any relevant legislation applicable to the performance of the duties of this position.
- Other duties associated with the position as required by the Operations Manager or Venue Manager.

6. LEADERSHIP AND MANAGEMENT CAPABILITIES

As a senior staff member, the Facilities Coordinator is expected to demonstrate the following capabilities:

- Operates Strategically – Ensures the team understands the strategy and in collaboration with team members sets performance objectives that show how each staff member contributes to the strategy.
- Develops People and Culture – Provides each staff member with guidance, development opportunities and feedback that drives high performance and reinforces our values.
- Drives Results – Establishes SMART goals for the team and individuals. Clarifies responsibilities and builds ownership by regularly monitoring team and individual progress. Sets high standards for operating ethically and efficiently and takes early corrective action when required.
- Displays Awareness of Self and Others – Keeps control of own emotions and seeks to understand others before responding. Demonstrates genuine empathy. Adapts well to change and stays calm under pressure.
- Cultivates Productive Relationships – Earns trust by being authentic. Demonstrates respect for each colleague, partner and or stakeholder by recognising the benefits of diverse ideas and approaches.
- Manages Effectively – Finance and Resource Management; Procurement and Contract Management; Risk Management and Compliance; Technology and Information Management; Project Management.

7. WORK, HEALTH & SAFETY RESPONSIBILITIES

Supervisors/Team Leaders are responsible for the health and safety of all persons under their direction. As such they are responsible for assisting their managers in implementing the WHS Policy and Safety Management System (SMS) by:

- Inducting all new and transferred workers
- Implementing risk management activities
- Stopping work in circumstances that are deemed an immediate risk to health and safety until a satisfactory solution is agreed/implemented
- Actively promoting consultation, WHS training and access to information to ensure safe work procedures are understood and followed
- Managing, implementing and advising workers when changes have been made in the workplace (i.e. systems of work, risk assessments)
- Reporting hazards and any work-related injuries/illness as soon as practicable; taking reasonable care; and taking immediate steps to investigate and rectify any risk to health, safety and welfare.

A full list of WHS responsibilities and accountabilities are available within the City's SMS document; Responsibility, Authority and Accountability (RAA) Matrix.

8. AUTHORITY TO ACT

- The position will receive broad guidance from the Operations Manager and will be expected to demonstrate considerable initiative. The position will have authority to monitor daily operations of all venues and the services being provided to the hirers (both internal and external). It is necessary to initiate change as requested by the hirer, provided the request conforms with the City's Terms and Conditions of Hire.
- The position also has the authority to make decisions, as the "Officer in Charge" of the Venue, involving the security of the venue and its patrons, but within established parameters.
- The incumbent has the authority to take any reasonable steps to ensure that the smooth flow of operations is maintained providing the actions are consistent with the responsibilities of the position and subject to any limitations, corporate policies, procedures or safe work method statements.
- All personnel have the power to stop work in circumstances that are deemed an immediate risk to health and safety until a satisfactory resolution is agreed / implemented. Such circumstances may include life threatening situations or those that could result in loss of limb or other significant lost time injury.

9. ESSENTIAL AND DESIRABLE CRITERIA

Essential Criteria

- Experience in the operations (including security, cleaning & equipment set up) of a multi function venue centre such as the Sydney Town Hall, Customs House or Paddington Town Hall.
- Demonstrated ability to supervise, direct and coordinate workflow in a team environment.
- Sound working knowledge and demonstrated understanding of the formulation of shift rosters using a combination of full time, casual and Agency/contract resources.
- Ability to work flexible shift work on a rotating basis which accommodates the needs of venue operations. This includes weekend and evening work on a regular basis.
- A current or eligibility to hold a relevant Security Industry Licence and a St Johns First Aid Certificate.
- Effective written and verbal communication skills, including Computer skills, and a working knowledge of Microsoft Office programs.
- A demonstrated ability to manage and deal with security situations in a confident and professional manner, including the use of appropriate speech and observation of uniform and dress requirements.
- A proven Customer service orientation to deal with enquires and requests from hirers, both internal and external.
- Knowledge of cleaning chemicals and floor polish products used in a public heritage building and the equipment needed to achieve maximum results.
- Understanding of basic Audio/Visual and Stage Lighting requirements.
- An understanding of the W.H.S. Management systems and the procedures and policies to implement them into staff, Hirers and Contractors work practices.
- An understanding and experience working within Local Workplace Agreements, and experience in the supervision and training of staff in conjunction with such agreements.
- Demonstrate a commitment to Equal Employment Opportunity, Work Health and Safety and Cultural Diversity principles.