	POSITION DESCRIPTION PD112		
	Facility Experience Curator		
Classification	Admin/Clerical	**Status**	Temporary part-time
Directorate	Community & Engagement	**Incumbent**	Vacant
Department	Community Activation	**Reporting to**	Manger Community Activation

PURPOSE OF THE POSITION
The Facility Experience Curator is responsible for managing all aspects of facility bookings at the Watershed Facility. This role offers a dynamic and creative work environment with flexible hours, ensuring efficient scheduling, coordination, and communication with clients and stakeholders to provide a seamless booking experience.

KEY RESPONSIBILITIES	**DELIVERABLES/OUTCOMES (MEASURE OF SUCCESS)**
Facility Management	▪ Promote the Watershed Facility to potential clients and assist in marketing efforts to increase bookings. ▪ Manage and coordinate all facility bookings, including processing requests, confirming reservations, and maintaining an up-to-date booking calendar. ▪ Serve as the primary point of contact for clients and stakeholders regarding facility availability, booking procedures, and related inquiries. ▪ Ensure all booking agreements and contracts are accurately completed and filed. ▪ Collaborate with the Manager Community Activation to optimise facility usage and address any scheduling conflicts. ▪ Provide excellent customer service to all clients, addressing any issues or concerns promptly and professionally. ▪ Maintain accurate records of all bookings and related financial transactions. ▪ Assist in the development and implementation of policies and procedures related to facility bookings.
Standard Clauses in all employee PDs	
Meetings and Interactions	▪ Attending and actively participating in internal and external meetings and workshops, as required.
Customer Service	▪ A consistently high level of customer service, based on defined service levels, provided to internal and external customers both individually and by the team. ▪ Customer queries, complaints and correspondence responded to in accordance with defined service levels and Council expectations.
Resource Sharing	▪ Other duties and back up servicing provided to the Circular Head Council as required from time to time, pursuant to the Resource Sharing agreement between the two Councils.
Confidentiality	▪ Integrity and confidentiality of all council related activity and documentation is being maintained.

KEY RESPONSIBILITIES	DELIVERABLES/OUTCOMES (MEASURE OF SUCCESS)
Records Management	▪ Records are created, used, maintained, recorded and managed in accordance with the Council's Information Management Policy.
Procurement	▪ Responsible for purchasing goods and services in accordance with the Procurement Policy and delegated financial limits.
Risk Management	▪ Maintain an active awareness and reporting of Risk Management issues and practices concerning the workplace and within the role that could cause concern, embarrassment or liability to Council. ▪ Assist Council to mitigate risk by promoting risk awareness throughout the organisation. ▪ Provide risk management information as requested and assist in the investigation of any risk management issues or claims that have been made against Council insurances.
Performance Measures	▪ Departmental Key Performance Indicators (KPI's) developed. ▪ Reports against KPIs are occurring. ▪ Updates and achievements of outcomes completed in Interplan. ▪ Performance monitored against internal and external Council survey results.
Additional Duties	▪ Other duties as directed within the scope of the position.

SPECIAL CONDITIONS

1. A pre-employment medical including drug and alcohol testing is required prior to commencement.
2. A satisfactory National Police Check will be required. Council will screen for serious offences or any other offences relating to fraud or dishonesty, or any offence that Council deems of a nature that is not appropriate for the role.

WORK HEALTH AND SAFETY ACCOUNTABILITIES

All staff are required to observe the following WHS accountabilities:

1. Ensure full compliance with Council's Safety Management Plan and associated Policies, Procedures and Instructions, specifically taking action on all points of the employee's responsibility; and
2. Ensure full compliance with responsibilities under the *WHS Act 2012*, the *WHS Regulations 2012* and other relevant legislation, in particular:
   - Take reasonable care for your own safety (physiological and psychological) and that of others at their work.
   - Accept the responsibilities in the course of performing your work with regard to the use of safety devices and protective equipment.
   - Report safety hazards to minimise and control risk.
   - Report immediately any incident or injury which arises in the course of your work.
   - Ensure completion of induction, instruction and training prior to undertaking tasks.
   - Ensure that you are not affected by the consumption of alcohol or drugs so as not to endanger your own safety at work or the safety of any other person.
   - Ensure personal adherence to Council's WHS Policies, Guidelines, Procedures, Safe Operating Procedures and Safety Instructions.

CORPORATE ACCOUNTABILITIES

All staff are required to observe the following corporate accountabilities:

1. Compliance with all legislative requirements.
2. Understand and promote Council's Strategic Objectives and Core Values.
3. Adhere to Council's plans, policies, guidelines and procedures which include the Customer Service charter, WHS Standards, Information Management, Risk Management plan, Safeguarding Children and Young People and matters outlined in the Employee Handbook and Enterprise Agreement.

COUNCIL VALUES

Our work and decisions are guided by our Values. Our values underpin our actions and dealings with each other and the Community we serve. As representatives of Waratah-Wynyard Council, together we deliver important services to our great Community, we are committed to deliver quality outcomes by creating a workplace culture where people enjoy their work, feel valued and are proud to work to serve our Community.

RESPECT - People are heard, valued and respected. We are fair and equitable in all our practices.

PRIDE - We take pride in the quality of our service and standard of work we deliver. We serve each other and our community with integrity

CONNECTION - People are at the heart of all we do. We are inclusive and build relationships that foster trust and belonging.

SUSTAINABILITY - The impact we have on people and our environment is important to us. We make integrated and sustainable choices.

LEARNING - We are a learning organisation. We embrace opportunities for continuous improvement and innovation.

ORGANISATIONAL RELATIONSHIPS

Reports to:	Manger Community Activation
Direct Reports	Nil
Internal Liaisons:	The Facility Experience Curator is required to operate as an effective part of the Community & Engagement team and is expected to ensure professional and effective working relationships with the Executive Management Team, Senior Management Team and all staff throughout the organisation.
External Liaisons:	The Facility Experience Curator interacts with contractors and various representatives of the community and other Councils on behalf of the organisation. High standards of professionalism and customer service are expected, and the incumbent must display a positive and constructive approach towards Council and its activities.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

The Facility Experience Curator exercises powers and duties within the classification of the role and as defined by policy, budget allocation and specified individual and departmental performance plans. Where decisions exceed their delegation, the Officer will refer the matter to the Manager Community Activation.

PERSONAL ATTRIBUTES

- Strong commitment to customer service with a demonstrated capacity to project a positive public image through appropriate behaviour and positive attitude.
- Mature friendly and welcoming disposition.
- Proactively utilises initiative, innovation and a commitment to continuous improvement.

- Inclusive and effective communication skills and techniques with an ability to respectfully engage with and to communicate concepts to others.
- Strong collaborative skills which enable effective engagement within a high functioning cohesive team.
- Ability to exercise sound judgment and decision making amongst competing demands.

QUALIFICATIONS, KNOWLEDGE & EXPERIENCE

Knowledge & Experience

- Previous experience in facility management, event coordination, or a related field.
- Attention to detail and a commitment to providing high-quality customer service.
- Strong organisational and time management skills.
- Excellent communication and interpersonal skills.
- Proficiency in using booking software and Microsoft Office Suite.
- Ability to work independently and as part of a team.

SELECTION CRITERIA

Essential

1. Previous experience in facility management, event coordination, or a related field.
2. Attention to detail and a commitment to providing high-quality customer service.
3. Strong organisational and time management skills.
4. Excellent communication and interpersonal skills.
5. Proficiency in using booking software and Microsoft Office Suite.
6. Ability to work independently and as part of a team.

Desirable

7. Experience working in a local government or community organization.
8. Knowledge of the Waratah-Wynyard area and community.
9. Creative visionary.

ACCEPTANCE OF POSITION

I agree to the current requirements of this Position Description.

Employee Name: _____

Employee Signature: _____ Date: _____

General Manager Approval: _____ Date: _____