

POSITION DESCRIPTION

POSITION TITLE:	Facility Administration and Programs Support Officer
DIVISION:	City Services and Living
DEPARTMENT:	City Lifestyle
SECTION:	Community Facilities
CLASSIFICATION:	Band 5

POSITION OBJECTIVES:

Summary.

The role involves supporting the planning, development, and delivery of neighbourhood house programs and activities at the Homestead Community and Learning Centre, while also providing high-level administrative support and delivering professional, timely customer service to both the public and internal stakeholders in line with performance standards and service expectations.

The key objectives of the position are:

- To support the planning, development and delivery of neighbourhood house programs and activities within the Homestead Community and Learning Centre or neighbouring facilities.
- To provide a high level of general office administration tasks that supports the Homestead Community and Learning Centre.
- To provide a high level of customer service to members of the public and internal customers in a timely, professional and effective manner in accordance with agreed performance standards and service expectations.

KEY RESPONSIBILITIES AND DUTIES:

Neighbourhood House Program Planning and Delivery:

- Plan and deliver community programs, projects and activities in the Homestead Community and Learning Centre based on current and emerging community needs, and in accordance with Council's community vision and funding obligations.
- Develop and implement innovative and flexible programs that foster engagement and inclusion of our whole community.
- Support existing and recruit new program tutors and volunteers.
- Maintain and track statistical data to monitor and report on outcomes of programs and events to ensure that funding requirements are being met.
- Monitor and report on program expenditure and variances as required.
- Gather and analyse customer feedback to establish the value, satisfaction and expectations for each service provided within your responsibility.
- Assist in the compilation and delivery of marketing content including collation of information and maintaining relevant databases.
- Other duties as directed by the Facility Leader.

General Administration:

- Manage and maintain appropriate systems to ensure effective and efficient day-to-day administration of programs.
- Supporting administration of the Centre's booking system (Bookable), including point of contact enquiries, maintenance of the booking system and administration of accounting processes.
- Manage the design and data entry of databases as required particularly maintenance of the Social Planet enrolment database.
- Liaise regularly with tutors regarding scheduling and other requirements as directed by the Facility Leader.

Customer Service:

- Ensure effective and efficient day-to-day operation of the Homestead Community and Learning Centre as per the Operations Manual.
- Manage customer service requests, complaints, general enquiries and transactions (where appropriate).
- Help promote and support the participation of a wide range of users in the facility and Council programs through collaborative approaches and maintenance of day-to-day facility operational functions.
- Assist the community by providing accurate information and advice about Council services in a polite, friendly and professional manner.
- Participate in an afterhours/weekend on call roster to respond to any facility hirer emergency issues.

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ORGANISATIONAL RELATIONSHIPS:	
Reports to:	Community Facility Leader
Supervises:	N/A
Internal Contacts:	All levels of staff and management at Council, in all service areas as required relevant to the position
External Contacts:	Program participants Tutors Community and visitors

ORGANISATIONAL CONTEXT

VISION

Hume City Council will be recognised as a leader in achieving social, environmental and economic outcomes with a common goal of connecting our proud community and celebrating the diversity of Hume.

MISSION

To enhance the social, economic and environmental prosperity of our community through vision, leadership, excellence and inclusion.

OUR VALUES

At Hume City Council, our Values underpin everything that we do.



We're better, every day

We give things a go and value progress over perfection. We have permission to go for it and are expected to reflect and learn.



We're in it together

At Hume, everyone matters. We welcome and include all. Respect and safety are expected.



We show up

We empower and trust others and own our work. We rise to the challenges and are expected to do what we say we will.



All for Hume

We strive to achieve our best for the Hume Community. We are proud and passionate about working towards better outcomes and expect that they are at the centre of everything we do.

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WORK HEALTH & SAFETY (WHS)

Employees are required to participate in the WHS process by:

- Following established safe working instructions, procedures and policies.
- Taking reasonable care for their own Work Health and Safety and that of others.
- Seeking assistance when unsure of practices, procedures and policies to perform a task.
- Reporting all incidents, injuries, near misses, damage to property and hazards as soon as practicable to their supervisor and the WHS Team.
- Actively participating and contributing to inspections, audits, team meetings and training.
- Ensure that relevant WHS legislation is complied with.

Managers, Coordinators, Team Leaders and Supervisors are required to participate in the WHS process by:

- Assist with the implementation of WHS policies, procedures, guidelines, work instructions and Control Plans.
- Consult with employees on WHS issues and support Health & Safety Representatives in their duties and/or requests.
- Discuss WHS issues as a part of team meetings.
- Conduct and document system reviews and inspections of employees and contractors with assistance from the WHS Team, manager(s), Health & Safety Representatives and/or employees.
- Ensure appropriate training and instruction is given to personnel allowing them to complete jobs safely and without risks to health and safety.
- Take appropriate action to alleviate any hazards, unsafe acts or omissions that are observed or brought to their attention and provide appropriate feedback and support.
- Conduct effective induction of all employees, followed by ongoing training to develop and maintain a high level of WHS awareness.
- Assist with the implementation of Return-to-Work Plans.
- Ensure that relevant WHS legislation is complied with.

RISK MANAGEMENT

Contribute to a positive risk management culture by complying with the *Risk Management Policy*, assisting with the implementation of the Risk Management Strategy and reporting risk management concerns and improvements to their supervisors and/or managers.

Manage risks in area of responsibility by complying with the WHS Policy and Processes and implementing appropriate risk management strategies.

Demonstrate Council's commitment to implementing best practice risk management processes.

STATEMENT OF COMMITMENT TO CHILD SAFE STANDARDS

Hume City Council is a child safe organisation with zero tolerance for child abuse. Council adheres to the Victorian Child Safe Standards and related legislation and Council acknowledges the cultural safety, participation and empowerment of all children, especially children from Aboriginal and Torres Strait Islander, or culturally and/or linguistically diverse backgrounds and those with a disability. As such, all staff must ensure that their behaviours and actions are consistent with these standards.

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SERVICE PLANNING & CONTINUOUS IMPROVEMENT

It is a requirement of the Service Performance Principles of the *Local Government Act 2020* for Councils to continuously improve service delivery and service performance. Managers and Coordinators are responsible for undertaking service planning and continuous improvement in their area/s of responsibility and ensuring implementation of service plan actions in accordance with Council's Service Planning Framework.

ASSET MANAGEMENT

Staff are responsible for undertaking Asset Management functions in accordance with Council's Asset Management Policy to ensure Council assets continue to be appropriately managed and maintained.

ENVIRONMENTAL SUSTAINABILITY

Hume City Council has a strong and enduring commitment to environmental sustainability and prides itself on its leadership on a range of environmental issues. Council's Waste & Sustainable team and Climate Action Integration team lead Council activities in this area, however all Council departments have a direct responsibility for implementing environmental sustainability actions across all Council operations and services to the community.

Council's *Live Green Work Green* employee behaviour change program encourages staff participation in reducing the environmental impact of Council operations. Staff are encouraged to join the environmental leadership team, the *Green Team*, which guides action in this area.

HUMAN RIGHTS APPLICATION

As a public authority Council is legislated to act in ways that are compatible with human rights. The Charter of Human Rights and Responsibilities Act 2006 (Vic) provides a framework to guide decision making, to manage risks and to ensure the business of government is carried out in a balanced, transparent, and accountable way. As an employee of a public authority consideration of the human rights of all who Council aims to serve facilitates the improved provision of services, policies and strategies.

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POLICE CHECK: The incumbent must have and maintain a current Police Check	
WORKING WITH CHILDREN CHECK: The incumbent must have and maintain a current Working with Children Check	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
PRE-EMPLOYMENT MEDICAL CHECK <ul style="list-style-type: none"> The incumbent must undergo a Pre-Employment Medical Check (including fitness for work and functional capacity assessments, muscular-skeletal screening and drug & alcohol test. May also include cognitive assessment.) The incumbent must undergo a Pre-Employment Audio Test 	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
PSYCHOMETRIC ASSESSMENT The incumbent must undergo a series of psychometric assessments (Psychometric testing can take various forms, such as numerical, mechanical, logical, verbal, or skills tests) to ensure suitability for the position	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
OTHER DUTIES Responsibilities and duties included in this position description are subject to the <i>Multi-skilling</i> provisions of the <i>Hume City Council Enterprise Agreement</i> as varied from time to time.	

ACCOUNTABILITY AND EXTENT OF AUTHORITY:

The incumbent is responsible and accountable for:

- Displaying and promoting our Hume Values & Guiding Behaviours
- Maintaining knowledge of and working within Organisation Policies and Procedures including WHS, EEO and Code of Conduct.
- May supervise resources and/or give support to Facility Leader.
- The freedom to act is governed by clear objectives and/or budgets with frequent prior consultation with the Facility Leader and a regular reporting mechanism to ensure adherence to plans.
- Accountable for the quality, effectiveness, cost and timelines of the programs, projects or work plans under their control and for the safety and security of the assets being managed.

JUDGEMENT AND DECISION MAKING:

The incumbent is accountable for:

- The objectives of the work are usually well defined but the particular method, technology, process or equipment to be used must be selected from a range of available alternatives.
- Problems are often of a complex or technical nature with solutions not related to previously encountered situations and some creativity and originality is required.
- Guidance and counsel may be available within the time available to make a choice.

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SPECIALIST KNOWLEDGE AND SKILLS:

The following knowledge and skills are required to be utilised:

- Demonstrated ability to plan, develop and/or implement neighbourhood house programs or similar.
- Demonstrated high level administrative and customer service skills.
- Highly developed computer skills including use of the MS Office suite (Word, Excel, and PowerPoint), as well as email and internet applications.
- Knowledge, practical application or an aptitude to learn relevant computer packages, including Bookable, Social Planet enrolment database or similar application.
- Demonstrated experience in working within a diverse community.

MANAGEMENT SKILLS:

The following management skills are required to be utilised:

- Demonstrated ability to achieve objectives within set timeframes, set priorities, plan, and organise own work.
- Demonstrated ability to provide support and input to the development, implementation and evaluation of policies, procedures, processes, and systems.
- Ability to work with minimal supervision and demonstrate initiative.
- Ability to support casual staff and volunteers as required, with an understanding of and ability to implement personal practices.

INTERPERSONAL SKILLS:

The following interpersonal skills are required to be demonstrated:

- Proven ability in developing and maintaining effective working relationships, which may occasionally be complex with internal and external stakeholders and staff from diverse backgrounds and cultures.
- Demonstrated ability to communicate both verbally and in written form to a broad range of people from diverse backgrounds and cultures with an ability to write reports and to prepare external correspondence.
- Proven capacity in working with others in a productive, structured, co-operative and integrated way.
- Proven ability to problem-solve and make decisions to resolve difficult situations/issues and present a positive Council image.
- Demonstrated ability to be flexible, innovative, work independently and as part of a team.

QUALIFICATIONS AND EXPERIENCE:

The following qualifications and experience are required for the position:

- Demonstrated experience working within a human services / community development / community services or related field.
- Relevant qualification in Community Services or Community Development and/or considerable administration and/or program delivery experience in the community sector.
- Current driver's licence.

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TASK ANALYSIS

In undertaking the inherent requirements of their duties, a person in this position may be expected to work in or be exposed to the following conditions or activities as marked.

Condition/Activity	Constant	Frequent	Occasional	N/A
Manual handling weights – above 10kgs	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
– below 10kgs	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Manual handling frequency	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Repetitive manual work	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Repetitive bending/twisting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Repetitive kneeling/squatting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Working with arms above head	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Lifting above shoulder height	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Using hand tools – vibration/powerful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Operating precision machinery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Close inspection work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Wearing hearing protection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Wearing eye protection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Wearing safety shoes/boots (steel cap) / gum boots	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Wearing other relevant PPE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Working in dusty conditions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Working in wet/slippery conditions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Working with chemicals/solvents/detergents	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Washing hands with soap (hygiene)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Working at heights	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Working in confined spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Working in chillers (+4 degrees C)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Performing clerical duties	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Working on a keyboard	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Driving cars and/or trucks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Other (please specify)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other special features (e.g. nature of chemicals, travelling requirements etc): XXXX				

VARIATION TO CONDITIONS OF EMPLOYMENT:

These conditions of employment, your duties and your location may be varied by Council during the term of your employment.

The key responsibilities and duties in this position description are to be undertaken in accordance with the General Employee Handbook.

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SELECTION CRITERIA:

Selection will be based on the following selection criteria; however, reference will also be made to other listed skills, knowledge and attributes as required in the position description:

1. Relevant qualification in Community Services or Community Development and/or considerable administration and/or program delivery experience in the community sector.
2. Demonstrated ability to plan, develop and/or implement neighbourhood house programs or similar.
3. Well-developed interpersonal skills and proven ability to communicate effectively and gain co-operation and assistance from customers, management and employees at all levels within the organisation.
4. Demonstrated ability to work autonomously, achieve objectives within set timeframes, set priorities, plan, and organise own work.
5. Highly developed computer skills including use of the MS Office suite (Word, Excel, and PowerPoint), as well as email and internet applications.
6. Knowledge, practical application or an aptitude to learn relevant computer packages, including Bookable, Social Planet enrolment database or similar application.

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