

POSITION DESCRIPTION

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| POSITION TITLE: | Team Leader Community Facilities (Southern) |
| DIVISION: | City Services and Living |
| DEPARTMENT: | City Lifestyle |
| SECTION: | Community Facilities |
| CLASSIFICATION: | Band 7 |

POSITION OBJECTIVES:

Summary.

This role oversees the management, activation, and strategic development of multiple community facilities within the Southern precinct, ensuring they are safe, well-maintained, and inclusive. Key responsibilities include leading capital works and operational improvements, coordinating programs and events, driving customer experience and stakeholder engagement, and managing staff performance and development. The position also involves financial oversight, compliance with safety and risk protocols, and contributing to strategic planning, policy development, and precinct-wide projects aligned with Council priorities.

The key objectives of the position are:

- Lead the strategic management, activation, and continuous improvement of community facilities within a designated precinct to meet current and future community needs.
- Foster strong partnerships and collaborations with internal teams, community organisations, and external stakeholders to enhance facility utilisation and community engagement.
- Oversee the implementation of facility systems and procedures in accordance with operational guidelines and Council policy.
- Provide leadership, mentoring, and operational oversight to precinct-based teams, ensuring alignment with Council values and strategic goals.
- Manage precinct or unit-wide projects in response to identified community needs, ensuring delivery within scope, budget, and timelines.

KEY RESPONSIBILITIES AND DUTIES:

Facility and Operations Management:

- Oversee the management and activation of community facilities within the Southern precinct including:
 - Hume Global Learning Centre – Broadmeadows
 - Town Hall Broadmeadows
 - Broadmeadows Main Office
 - Community Centres: Broadmeadows Community Hub, Valley Park Community Centre
 - Minor Facilities: Dallas Community Hall, Campbellfield Community Centre, VisyCare Learning Centre, Meadow Heights Community Centre, Tullamarine Hall and Seabrooke Community Centre
 - Committees of Management: West Meadows Hall and Gladstone Park Community Centre
- Ensure facilities are maintained to a high standard and compliant with safety and operational requirements.
- Lead capital works planning, maintenance programs, and operational improvements.
- Implement and monitor facility systems and procedures in line with Council policy and operational guidelines.
- Manage supplier relationships and service contracts to ensure quality and reliability including the security services contract for Community Facilities.

Promotion, Program and Facility Activation Leadership

- Facilitate inclusive programs, services, and events that promote community participation and social inclusion within the community facilities.
- Collaborate with internal and external stakeholders to activate spaces and maximise utilisation.
- Support the development and implementation of annual operational and activation plans.
- In collaboration with the Marketing and Promotion Officer, develop and implement promotional strategies and materials to enhance visibility, engagement, and community participation in programs and activities across precinct-based facilities.

Strategic Planning, Policy and Project Management

- Contribute to strategic and operational planning for precinct-based facilities and services.
- Lead precinct or unit-wide projects aligned with identified community needs and Council priorities.
- Participate in service reviews and policy development.
- Prepare reports, business cases, and recommendations for facility development and community engagement.

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|--|---|---|
| <p>Position Description - For current version refer to HQ. Printed copy for immediate use only. Page 2 of 9</p> | <p>Approved By: Manager People & Culture</p> | <p>Approval Date: September 2025</p> |
| | <p>Author: Manager People & Culture</p> | <p>Review Date: September 2026</p> |

Customer Experience and Community Engagement

- Lead initiatives to improve customer experience using analytics and feedback.
- Resolve customer complaints professionally and escalate where appropriate.
- Promote a customer-centric culture across precinct teams and facilities.

Stakeholder Engagement and Partnerships

- Build and maintain partnerships with community organisations, government agencies, and educational institutions.
- Facilitate community engagement in planning and program development.
- Represent Council in relevant networks and collaborative initiatives.

Team Leadership and Staff Development

- Provide leadership and day-to-day management of precinct-based staff.
- Conduct annual staff performance and development reviews for relevant staff and provide appropriate training and development opportunities.
- Promote collaboration and service excellence aligned with Council values.

Financial Management and Reporting

- Develop and manage budgets, monitor expenditure, and ensure procurement compliance.
- Oversee financial workflows, reporting, and debtor management.
- Provide regular reporting on facility utilisation, project progress, and operational performance.

Compliance and Risk Management

- Ensure adherence to OH&S, EEO, and other relevant policies.
- Lead emergency preparedness, disaster recovery, and business continuity planning.
- Maintain compliance across all operational areas and precinct facilities.

| | | |
|--|---|---|
| <p>Position Description - For current version refer to HQ. Printed copy for immediate use only. Page 3 of 9</p> | <p>Approved By: Manager People & Culture</p> | <p>Approval Date: September 2025</p> |
| | <p>Author: Manager People & Culture</p> | <p>Review Date: September 2026</p> |

| ORGANISATIONAL RELATIONSHIPS: | |
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| Reports to: | Coordinator Community Facilities |
| Supervises: | Facility Leader (Broadmeadows Town Hall/HGLC Broadmeadows, Broadmeadows Main Office and minor facilities) Facility Leader (Broadmeadows Community Hub, Valley Park Community Centre and minor facilities) |
| Internal Contacts: | All levels of staff and management at Council, in all service areas as required relevant to the position |
| External Contacts: | State and Federal Government departments, Community groups, Non-government organisations, Local business and interest groups |

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.

| | | |
|---|---|--------------------------------------|
| Position Description - For current version refer to HQ. Printed copy for immediate use only. Page 4 of 9 | Approved By: Manager People & Culture | Approval Date: September 2025 |
| | Author: Manager People & Culture | Review Date: September 2026 |

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.

| | | |
|--|---|---|
| <p>Position Description - For current version refer to HQ. Printed copy for immediate use only. Page 5 of 9</p> | <p>Approved By: Manager People & Culture</p> | <p>Approval Date: September 2025</p> |
| | <p>Author: Manager People & Culture</p> | <p>Review Date: September 2026</p> |

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.

| | | |
|--|---|---|
| <p>Position Description - For current version refer to HQ. Printed copy for immediate use only. Page 6 of 9</p> | <p>Approved By: Manager People & Culture</p> | <p>Approval Date: September 2025</p> |
| | <p>Author: Manager People & Culture</p> | <p>Review Date: September 2026</p> |

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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 and Guiding Behaviours
- Maintaining knowledge of and working within Organisation Policies and Procedures including WHS, EEO and Code of Conduct.
- Identify, develop, implement and coordinate plans, projects and programs in relation to Community Facilities development.
- Develop policy and practices to achieve the strategic direction of the Community Facilities and deliver quality outcomes to our diverse community.
- Produce reports and monitoring mechanisms for the community facilities.
- Represent Council on Community Facility networks and relevant working parties.
- Liaise with members of relevant government departments and external funding bodies to ensure Hume City Council is positioned to achieve funding opportunities and to keep abreast of industry trends.
- Develop and prepare submissions to various levels of government to seek external funding and sponsorship opportunities to expand Community Facility activities within Hume City.
- Guided by Best Value legislation, conduct service reviews in the area of responsibility and ensuring implementation of service review recommendations.
- This role may require participation in the after-hours on-call roster which is shared across the Community Facility's Unit.

| | | |
|---|---|--------------------------------------|
| Position Description - For current version refer to HQ. Printed copy for immediate use only. Page 7 of 9 | Approved By: Manager People & Culture | Approval Date: September 2025 |
| | Author: Manager People & Culture | Review Date: September 2026 |

JUDGEMENT AND DECISION MAKING:

The incumbent is accountable for:

- Working autonomously with community, partners and levels of government to deliver community facility outcomes. Guidance and advice can be sought regarding political landscapes, positioning issues and major reports from the Coordinator Community Facilities.
- A high degree of judgement needed in recommending appropriate projects and partnership opportunities that contribute and add value to the community facilities.
- Advocacy and liaison with federal, state and other agencies to achieve the best outcomes for Hume residents.

SPECIALIST KNOWLEDGE AND SKILLS:

The following knowledge and skills are required to be utilised:

- Demonstrated knowledge and skills in the planning and management of community facilities along with political acumen in a Local Government setting.
- Demonstrated capacity to manage, promote and market community facilities and associated services/programs.
- Knowledge and skills in working with culturally diverse communities and an understanding of outer metropolitan growth corridor locations.
- Strong skills and sound understanding of community capacity building within the Community Services sector.
- Ability to promote community facilities and to engage and increase utilisation by residents, business and community organisations.
- High level liaison, facilitation, persuasion and teamwork skills to assist in coordinating the delivery of Community Facility activities in partnership with community, stakeholders, government and non- government groups and organisations.
- Research, develop and evaluate strategies and processes that facilitate the implementation of community facility systems, policies and guidelines.
- Well-developed project management skills.
- Excellent written and oral skills and experience in the preparation of timely, clear and concise reports, project briefs, funding submissions and correspondence.
- Experience in using Microsoft Office software (Word, Excel, PowerPoint, Outlook).

MANAGEMENT SKILLS:

The following management skills are required to be utilised:

- Provide strategic direction and drive change, whilst ensuring continued delivery of services through the ongoing development of a culture of continuous improvement and change in work practices, operations and policies of the Community Facilities Unit.
- Demonstrated knowledge of the principles and practices of budgeting and relevant accounting and financial procedures.
- Well-developed skills in achieving a broad range of outcomes within set timelines and budget.
- Ability to identify and manage a range of complex and often competing needs, quickly summing up options and recommending a clear way forward.
- Ability to manage various project staff and external contractors as appropriate.
- Ability to exercise initiative in identifying and responding to emerging issues and changing priorities.

| | | |
|--|---|---|
| <p>Position Description - For current version refer to HQ. Printed copy for immediate use only. Page 8 of 9</p> | <p>Approved By: Manager People & Culture</p> | <p>Approval Date: September 2025</p> |
| | <p>Author: Manager People & Culture</p> | <p>Review Date: September 2026</p> |

- In collaboration with Community Facility Leaders, develop efficient policies, systems and procedures.
- Prepare Council reports, status reports, submissions, grant applications and grant acquittals.

INTERPERSONAL SKILLS:

The following interpersonal skills are required to be demonstrated:

- Demonstrated ability to manage relationships with facility customers, tenants and key stakeholders.
- Excellent written and presentation skills and experience in the preparation of timely, clear and concise reports, project briefs and correspondence.
- Ability to develop and manage effective partnerships with community organisations and key stakeholders and highly developed skills in relationship building, persuasion and conflict resolution.
- Ability to work effectively with and advocate to Council officers, State and Commonwealth officers, service providers and community members.
- Ability to work independently and within a team.

QUALIFICATIONS AND EXPERIENCE:

The following qualifications and experience are required for the position:

- Tertiary qualifications in Community Development, Recreation, Facility Management or similar field, or lesser formal qualifications with extensive experience and knowledge of the planning and management of community facilities and community capacity building principles and practices.
- Current driver's licence.

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|--|---|---|
| <p>Position Description - For current version refer to HQ. Printed copy for immediate use only. Page 9 of 9</p> | <p>Approved By: Manager People & Culture</p> | <p>Approval Date: September 2025</p> |
| | <p>Author: Manager People & Culture</p> | <p>Review Date: September 2026</p> |

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 type="checkbox"/> | <input checked="" type="checkbox"/> |
| – below 10kgs | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Manual handling frequency | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Repetitive manual work | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" 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/powered | <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/slippy 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 type="checkbox"/> | <input checked="" 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 checked="" type="checkbox"/> | <input 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.

| | | |
|--|---|--------------------------------------|
| Position Description - For current version refer to HQ. Printed copy for immediate use only. Page 10 of 9 | Approved By: Manager People & Culture | Approval Date: September 2025 |
| | Author: Manager People & Culture | Review Date: September 2026 |

AGREEMENT:

I hereby accept and agree that by placing my electronic signature in the text box, this shall be considered as an original signature for accepting the duties in this position description. I understand that key responsibilities and duties in this position description will be undertaken in accordance with the Employee Handbook and I agree to abide by the terms and conditions stipulated therein.

Name (Please print):

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|------------|-------|
| Signature: | Date: |
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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. Tertiary qualifications in Community Development, Recreation, Facility Management or similar field, or lesser formal qualifications with extensive experience and knowledge of the planning and management of community facilities and community capacity building principles and practices.
2. Demonstrated knowledge and skills in community facility programming, promotion, planning, strategy and policy development in a Local Government setting, with a focus on social inclusion and community capacity building.
3. Demonstrated ability to consistently lead, motivate and develop staff and to draw people together with a shared vision.
4. Ability to develop and manage effective partnerships with community organisations and key stakeholders and highly developed skills in relationship building, persuasion and conflict resolution.
5. Excellent written and presentation skills and experience in the preparation of timely, clear and concise reports, project briefs and correspondence.
6. Current Driver's Licence.

| | | |
|---|---|---|
| <p>Position Description - For current version refer to HQ. Printed copy for immediate use only. Page 11 of 9</p> | <p>Approved By: Manager People & Culture</p> | <p>Approval Date: September 2025</p> |
| | <p>Author: Manager People & Culture</p> | <p>Review Date: September 2026</p> |