

Position Description

Position Title	Facility Hire Officer
Directorate	Community Development
Business Unit/s	Recreation & Leisure Services
Reports to	Senior Facility Hire Officer
Classification	Level 4 – Inside Workforce Agreement

Organisational Overview

The City of Stirling is located eight kilometres north of Perth's central business district and covers an area of around 100 square kilometres from Scarborough, Trigg and North Beach in the west to Balga and Inglewood in the east, and from Beach Road in the north to Herdsman in the south.

The City is the largest local government by population in WA with over 243,000 residents. We provide more than 200 services to our thriving community, including recreation centres, libraries, home and community care, safety, and events.

The City has a workforce of around 1400 people and a genuine commitment to invest in our employees to achieve an inclusive, diverse, engaged and capable workforce. The City is recognised for supporting work-life balance through a wide range of flexible work options and offering a range of policies and benefits to create opportunities and an enjoyable and fulfilling employment experience.

Organisational Vision, Mission Statement and Values

Vision

A sustainable City with a local focus.

Mission Statement

To serve our community by delivering efficient, responsive, and sustainable service.

Values

The City of Stirling's core values are:

- Approachable
- Responsive
- Transparent
- Innovative

Reporting Relationships

This position reports to the Senior Facility Hire Officer.

Business Unit Objectives

To provide and facilitate a wide range of sport, recreation, and healthy lifestyle opportunities for the community through the delivery of strategic infrastructure are planning, facility management, club development, beach services and leisure programming.

Position Overview

This position is responsible for customer service, administration, facility audits, and processing of facility hire bookings across the Recreation Facilities Service Unit. This involves being the first point of contact for the provision of responsive customer service, administration of all facility hire bookings and payments.

This key role encompasses the facility hire requirements and operations of 24 facilities; 10 beaches and approximately 440 reserves and assisting with event management when required.

This position is responsible for the effective management of bookings within Recreation Facilities, delivering quality customer service, maximising facility usage, and developing good working relationships with regular hirers and co-located services.

Position Objectives

- Acts as the first point of contact for the facilities and spaces allocated to this position, ensuring user groups can access the centre, responding to feedback or concerns, provides assistance and information in a timely and professional manner.
- Receive and process bookings from customers for the hire of Stirling Leisure Centres, Stirling Community Centres, the Scarborough Precinct Facilities, Beaches and Reserves on a regular or “one off” casual basis in line with approved Booking Procedures.
- Maintaining records, completing facility use agreements, meeting groups to clarify access and use of the centres, sending invoices for payments, taking payments, processing bond refunds, allocation of keys to user groups, following up overdue accounts and following the City’s financial procedures.
- Organise facility access for approved hirers including distributing and monitoring keys and alarm codes in line with the approved key register process.
- Reports to the relevant areas any items that require maintenance and repair, follows up on cleaning issues or user groups who have not complied with facility use agreements.
- Carry out weekly and ad hoc inspections/audits/viewings of facilities as required.

- Achieve and maintain a competent level of knowledge regarding the regulations and procedures pertaining to the operations of the City's Stirling Leisure Centres, Stirling Community Centres, the Scarborough Precinct Facilities, Beaches, and Passive Reserves.
- Report to the Senior Facility Hire Officer to review the performance of all facility hire within the Recreation Facilities Service Unit to optimise usage and financial return to the Business Unit, including ongoing development and feasibility analysis of new programs, new user groups and participants specifically relating to Facility Hire and facility event management.
- Assist in shaping cultural behaviour and act as an effective change manager; to embed a customer centric culture within Recreation Facilities Facility Hire services.
- Build effective working relationships across the Business Unit, particularly in co-located services, such as based within Community Hubs and Leisure Centres Services and identify opportunities to work together towards the Business Unit objectives and cross promote programs and activities.
- Perform other duties as directed by Leaders.

Corporate Responsibilities

- Contributes to the achievement of corporate objectives by ensuring that stakeholders are dealt with in a professional and timely manner.
- Observe all safe working practices and work as directed by your supervisor.
- Ensure that you take reasonable care to ensure your own safety and health at work and that of others.
- Takes responsibility for and actively promotes the importance of the City's Risk Management processes, encouraging others to apply it and achieve positive results from it throughout their work.
- Understand the principles of customer service and undertake duties and responsibility in accordance with the City's Customer Service Charter.
- Undertake duties and responsibilities in accordance with corporate policies, management practices and procedures and demonstrate expected behaviours aligned with the City's Code of Conduct.
- Perform other duties as directed.

Selection Criteria

Qualifications/Education Level	
Relevant diploma or tertiary qualification.	Desirable
Mandatory Certificates, Licences, Tickets, Memberships, Registrations	
Current Provide First Aid Certificate.	Essential
Knowledge, Skills, Experience & Abilities	
Ability to effectively use Microsoft Office products, booking, finance, client information and document management systems and other software packages as required.	Essential
Strategic planning skills, specifically relating to facility hire bookings, processes, and procedures.	Essential
Demonstrated self-motivation, strong interpersonal and organisational skills, ability to motivate others.	Essential
Knowledge of the operations of Stirling Community Centres, Beaches, Reserves, and other City of Stirling facilities.	Desirable
Demonstrated understanding of the current trends in the recreation industry, specifically relating to facility hire.	Essential
Strong communication skills, both oral and written.	Essential
Experience in a similar facility hire officer or similar role in a regional Leisure Facility.	Desirable
Other	
National Police Clearance (under 3 months).	Essential
Current Driver's Licence	Desirable

Office use only

Position Creation Date	Date	1 March 2020	Officer	Service Lead Recreation Services
Last reviewed/Modified	Date	1 January 2023	Officer	Manager Recreation & Leisure Services