



Weddin Shire Council

Bringing us together, sustaining Weddin into the Future

Position Description

Tourist Officer | Visitor Information Centre

Directorate	Corporate Services
Location	Grenfell Visitor Information Centre 88 Main Street, Grenfell NSW 2810
Classification/Grade/Band	Grade 3
Position Code	P1.4.383
Employment Arrangement	3 days per week Fixed Term for a period of up to six (6) months
Date position description approved	19 September 2023
Date position reviewed	6 August 2026

Council overview

The Weddin Shire Local Government Area (LGA) covers an area of 345,683 ha of the Central West Region, NSW; adjoining Cowra, Hilltops, Bland and Forbes Shires. Weddin Shire Council was formed out of the voluntary amalgamation of Grenfell Municipality and Weddin Shire areas in 1975. Council operates out of its Administration Building and Works Depot, both located in Grenfell, NSW, and provides services to the 3,700 residents in the Shire. Weddin Shire includes the villages of Caragabal, Greenethorpe, and Quandialla and the rural locality of Bimbi.

Council's Vision is one of a progressive rural locality with a vibrant and welcoming community, rich in both heritage and the natural environment, with a diverse and resilient economy that supports local employment and business.

This position provides a positive opportunity to advance achievement of Council's Mission and Vision, in the community at large.

Council values

A welcoming, friendly, caring and supportive community that welcomes equality and participation, working together, that offers a helping hand in times of need, shows deep respect for heritage and environment, values inclusiveness, engagement, freedom of choice, diversity and innovation.

Primary purpose of the position

To ensure the provision of helpful, comprehensive, accurate and relevant information is given to customers and visitors of the Visitor Information Centre (VIC).

Key accountabilities

Within the area of responsibility, this role is required to:

- Provide front counter customer service and visitor information services.
- Assist with day-to-day Visitor Information Centre operations.
- Collect, maintain and report visitor statistics, including demographics and collate for inclusion in monthly report and AVIC reporting requirements.
- Assist with brochure displays, stock management, and visitor enquiries.
- Liaise with the local business community regarding event information, tourism opportunities, special promotions, and key calendar dates.
- Manage community hub room bookings
- Present visitor information in an organised manner, ensuring information is relevant and up to date.
- Assist with sale of VIC products including local produce, art and souvenirs. Operate payment technology, EFTPOS etc.
- Balance daily takings, ensure security, Record discrepancies. Close down systems and activate security protocols.
- Receive deliveries and consignments, notifying consignee of arrival, if applicable, receipt and process, following procedure.
- Record complaints, if any, and advise the Centre Supervisor for actioning.
- Record visitor requests and demographics and collate results for inclusion in the monthly report.
- Assist with Arts, Tourism, Youth and Community Events, administration of acquittals and stocktaking if required. Report issues as they present. Spot clean as necessary at the Centre to ensure a welcoming presence.
- Assist with community hub room bookings
- Contribute to the performance of Council by demonstrating professional conduct, making the best use of knowledge, experience and skills and being accountable for own decisions and actions.
- Carry out any other duties that are within the limits of the employees' skill, competence, and training

Key challenges

- Delivery of an effective people/customer first strategy across all enquirers, including difficult/demanding people.

- Effective marketing of Weddin and adjacent Shires.
- High occupancy rates in local hospitality provider venues.
- Product sourcing and sales conversion.
- Work independently and as part of a team.

Key internal relationships

Who	Why
Arts, Tourism and Events Coordinator, Arts and Tourism Officers, Director Corporate Services, Finance, Human Resources, WHS/RTW Officer, Urban Services Supervision, Stores,	Ensure that a positive message is provided in relation to the tourism services available. Assist with relevant tourism events supporting the set-up, pull-down, aspects. Effective completion of key performance indicators.

Key external relationships

Who	Why
Tourists, Residents, Hospitality and accommodation providers, Attraction/ Tourism entities, Other regional Councils, Festival organisers, e.g. Henry Lawson Festival, Race and Show days, Marketable Product suppliers, Events Coordinators, Market Stall applicants,	Provision of helpful, comprehensive, accurate and relevant information is given to customers and visitors of the Visitor Information Centre (VIC). Assist with effective communication and delivery of services across the tourism, events and arts spectrum to promote the Weddin Shire.

Reports to

Arts, Tourism & Events Coordinator

Essential requirements

- Experience in the tourism, hospitality industry and customer service
- Being able to provide directions within and beyond the Shire
- Knowledge of the Local Government Area of Weddin Shire Council
- Class C Drivers Licence.
- A Working With Children Check, or ability to secure one.
- Ability to work Mondays, Tuesdays and Fridays
- Proficient in Office and Outlook and comfortable using the internet and digital resources.

- Ability to safely perform the physical requirements of the role, including manual handling tasks, event set-up and pack-down, and working outdoors in varying weather conditions.

Desirable requirements

- Flexible availability to work additional weekdays, evenings, weekends and Public Holidays as required for intermittent events.

Capabilities for the role

The Local Government Capability Framework describes the core knowledge, skills and abilities expressed as behaviours, which set out clear expectations about performance in local government: “how we do things around here”. It builds on organisational values and creates a common sense of purpose for elected members and all levels of the workforce. The Local Government Capability Framework is available at <https://www.lgnsw.org.au/capability>

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities

Local Government Capability Framework

Capability Group	Capability Name	Level
 Personal attributes	Manage Self	Adept
	Display Resilience and Adaptability	Adept
	Act with Integrity	Adept
	Demonstrate Accountability	Adept
 Relationships	Communicate and Engage	Advanced
	Community and Customer Focus	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	Intermediate
 Results	Plan and Prioritise	Intermediate
	Think and Solve Problems	Adept
	Create and Innovate	Intermediate
	Deliver Results	Adept
 Resources	Finance	Intermediate
	Assets and Tools	Intermediate
	Technology and Information	Intermediate
	Procurement and Contracts	Intermediate

Focus capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least at satisfactory level for a candidate to be suitable for appointment.

Local Government Capability Framework		
Group and Capability	Level	Behavioural Indicators
Personal Attributes Display Resilience and Adaptability	Adept	- Is flexible, showing initiative and responding quickly to change - Accepts changed priorities and decisions and works to make the most of them - Gives frank and honest feedback / advice - Listens when challenged and seeks to understand criticisms before responding - Raises and works through challenging issues and seeks alternatives - Stays calm and acts constructively under pressure and in difficult situations
Relationships Communicate and Engage	Advanced	- Presents with credibility and engages varied audiences - Translates complex information concisely for diverse audiences - Creates opportunities for others to contribute to discussion and debate - Demonstrates active listening skills, using techniques that contribute to a deeper understanding - Is attuned to the needs of diverse audiences, adjusting style and approach flexibly - Prepares (or coordinates preparation of) high impact written documents and presentations
Results Think and Solve Problems	Adept	- Draws on numerous sources of information, including past experience, when facing new problems - Demonstrates an understanding of how individual issues relate to larger systems - Makes appropriate recommendations based on synthesis and analysis of complex numerical data and written reports - Uses rigorous logic and a variety of problem solving methods to develop workable solutions - Anticipates, identifies and addresses risks and issues with practical solutions - Leads cross team/unit efforts to resolve common issues or barriers to effectiveness
Resources Technology and Information	Intermediate	- Shows confidence in using core office software and other computer applications - Makes effective use of records, information and knowledge management systems - Supports the introduction of new technologies to improve efficiency and effectiveness

