Position Description

Systems and Program Support Officer

Division	Community and Belonging
Business Unit	Community, Arts and Culture
Grade	NB G
Job Code	JC00066

Council Overview

The Northern Beaches is truly unique. Our area stretches from Palm Beach in the north to Manly in the south and boasts 24 ocean beaches, over 80kms of coastline, 4 coastal lagoons, clean waterways, and beautiful wildlife. We recognise the traditional owners of our area and their continuing connection to waters and land, and we thank them for their protection of our coastline and its ecosystems.

We are home to nearly 270,000 residents and their vision for the Northern Beaches Council is a safe, diverse, inclusive, and connected community that lives in balance with our environment. We are committed to working with the community and other stakeholders in making this a reality.

As one of the largest employers on the Northern Beaches we are focused on building an engaged and productive workforce that partners with our community to protect, improve and create our future. The breadth of our service delivery is significant.

We are a modern, multi-award-winning council that strives for excellence in all we do including the provision of the highest levels of customer service. We are also the proud winner of the 2022 AR Bluett Award for the most progressive metropolitan council in NSW.

Northern Beaches Council is committed to safeguarding children and young people. Council acknowledges that protecting the safety of children and young people is a whole community responsibility and is everyone's business.

Council Values

Our Council Vision is 'Delivering the highest quality service, valued and trusted by our community'.

Our Values of **Trust, Respect, Integrity, Teamwork, Service and Leadership** provide the foundation for delivering the Vision and drives everything we do and the decisions we make.

Division
Community and Belonging

The Community & Belonging Division is responsible for a range of functions which support the whole of Council to deliver high quality services to our Northern Beaches bushland, rural and coastal community. The Division comprises of the following business units – Children's Services; Community, Arts and Culture; Customer Service; and Libraries.

Business Unit
Community, Arts and Culture

The Community, Arts & Culture Business Unit manages the strategy, planning, implementation and evaluation of a broad range of community programs, collaborations, community and cultural facilities and services.

The Unit provides social planning advice and strategic social plans, social services and programs for target groups, supports arts and cultural development and the presentation of arts programs and public art, provides community development initiatives and programs, administers community grants, develops and implements safety and crime prevention programs and supports volunteering, youth & families counselling and food services for seniors.

The Community, Arts & Culture Business Unit manages over 40 community and cultural venues for hire by the whole community and manages the cultural facilities of Glen Street Theatre and the Manly Art Gallery & Museum.

Primary Purpose of the Position

The Systems and Program Support Officer provides administrative, technical and program support to the Community Centre Service. The role is responsible for the effective use of technology that supports the service.

Key Accountabilities

- Provide administrative and technical support to the Community Centres team that assists in the provision of a seamless customer experience. These include financial account reconciliations, Aged Debtors reports, purchase orders, WHS reports and provision of data for quarterly and annual reports.
- As the booking system super user, the provision of ongoing training and support to the team in the use of the system, aiming to provide an excellent customer experience.
- Work in collaboration with internal stakeholders, and the booking system provider regarding improvements, upgrades and operational issues.
- Managing the relationship with vendor as the key contact for the use of the system for the community centre service.
- Develop and generate periodic reports and provide analysis for consideration by the community centres management team, such as occupancy, types of usage, debtor reports and income levels.
- Review, develop, improve and implement processes to enhance the effective and efficient operations of the community centre service, using principles of continuous improvement that results in positive change/s in the workplace and service delivery.
- Development and maintenance of databases, website information, booking and other relevant systems.

Key Challenges

- Managing priorities and relationships with booking system supplier and other internal Council stakeholders that use the organisational booking system.
- Training and supporting staff with a range of skill levels.

Key Internal Relationships

Who	Why
Manager Community Centres	• Reports directly to the Manager.
Community Centre Team Leaders	• Liaison, training and support provided regarding booking system and other processes and procedures, and improvements, to enable the Team Leaders to train their team directly.
Community Centre Officers	• Daily liaison, information and support provided regarding booking system and other processes and procedures.
Internal stakeholders across Council (Property, Finance, IT, Open Space, Marcoms)	• Build and maintain relationships across relevant teams to deliver services and strategic outcomes.

Key External Relationships

Who	Why
Stakeholders, community members, and residents	• Provision of information and support in relation to bookings and systems regarding indoor space provision to meet community needs.
System providers for booking of centres and tennis courts	• To ensure that the systems are operating as required. • Critical requirement for booking of space and collecting income.
Other businesses who support the service in supplies and other support as required	• Required to support the service provision to the community.

Key Role Dimensions

Decision Making

In line with the Northern Beaches Council People Delegations.

Reports To

Manager Community Centres.

Direct Reports

No reports.

Budget

Responsible for supporting the community centres budget management by providing accurate reports as required from the booking system relating to bookings and income projections.

Essential Criteria

- High level experience and skills in administrative/business support.
- Demonstrated skills and/or qualifications in IT systems, the use of software programs such as Excel, Microsoft Office, Tech One, Trim, booking systems or similar programs.

Key Capabilities

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.”

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.

Capability Mapping by Position

Local Government Capability Framework			
Capability Group	**Capability Name**	**Level**	**Focus Capabilities**
 **Personal Attributes**	Manage Self	Intermediate	**Demonstrate Accountability**
	Display Resilience and Adaptability	Intermediate	
	Act with Integrity	Intermediate	
	Demonstrate Accountability	Intermediate	
 **Relationships**	Communicate and Engage	Intermediate	**Community and Customer Focus**
	Community and Customer Focus	Intermediate	
	Work Collaboratively	Foundational	
	Influence and Negotiate	Foundational	
 **Results**	Plan and Prioritise	Foundational	**Plan and Prioritise**
	Think and Solve Problems	Intermediate	
	Create and Innovate	Foundational	
	Deliver Results	Foundational	
 **Resources**	Finance	Foundational	**Technology and Information**
	Assets and Tools	Foundational	
	Technology and Information	Intermediate	
	Procurements and Contracts	Foundational	

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		
Demonstrate Accountability	Intermediate	Follows through reliably and openly takes responsibility for own actions Understands delegations and acts within authority level Is vigilant about the use of safe work practices by self and others Is alert to risks in the workplace and raises them to the appropriate level
Relationships		
Community and Customer Focus	Intermediate	Identifies and responds quickly to customer needs Demonstrates a thorough knowledge of services provided Puts the customer and community at the heart of work activities Takes responsibility for resolving customer issues and needs
Results		
Plan and Prioritise	Foundational	Understands team objectives and own contribution Plans and organises own work tasks Asks when unsure about the relative priority of allocated tasks Manages time appropriately and re-prioritises as required Identifies and informs supervisor of issues that may impact on completion of tasks
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