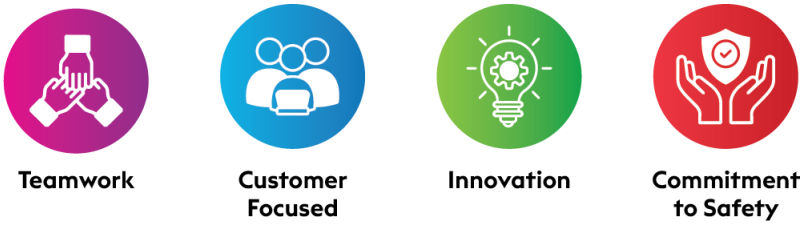
# Position description

## Supervisor Facilities Bookings

### Summary information

| | | | |
|---|---|---|---|
| **Section** | Community | **Directorate** | City Living |
| **BCC number(s)** | N/A | **Position type** | Permanent, full-time |
| **Grade** | Grade 11 | **Skill descriptor** | Band 2 level 3 |
| **Reports to** | Coordinator Community Facilities | **Direct reports** | Yes |
| **Approval limit** | $5,000 | **Release limit** | $0 |
| **Created/reviewed** | July 2026 | | |

### Our values




Our aspiration to be the best council in Australia is reflected in our workplace values of Teamwork, Customer Focused, Innovation and Commitment to Safety. These values define who we are, what we do and how we do it. They are the basis of our culture, and influence the way we work with each other - and the way we serve our community.

It is our responsibility to apply and conduct ourselves in alignment with our corporate values. Collectively we can create a value-based organisation.

**Leadership is critical to all positions at Council**.

Leaders are responsible for providing direction and feedback to achieve business, operational and overall team performance objectives. They are responsible for enabling the success of their teams, and for ensuring their team can achieve all performance metrics whilst keeping each individual team member accountable. Our leaders are required to lead by example and provide coaching and support to enable their team's success.

Individual team members should engage positively with their leader to set and achieve business and operational objectives. They are responsible for taking ownership of their performance metrics to ensure they can achieve all of their objectives.

## 1. Position purpose

This role is primarily responsible for supervising and coordinating of the Community Facilities Booking Officers to ensure a high level of customer service across all community facilities. The role focuses on leading a helpful, customer-focused team that makes booking and using Council venues easy and accessible for the customer.

The incumbent will comply with all applicable legislation, regulation and other law, including the NSW *Work Health Safety Act 2011*, Work Health Safety Regulation 2025 and Council's Safety system.

## 2. Qualifications and experience

**Essential:**

- Diploma qualification in a related field
- Solid experience in a similar role including customer service, venue management and staff supervision
- Extensive knowledge of the Bookable software management system (or equivalent enterprise booking platform)
- Ability to work within a team environment with minimal supervision
- Ability to coordinate logistics and operations across multiple locations with multiple staff and stakeholders
- Computer literate in office applications and the ability to quickly learn corporate applications
- Current class C driver's licence.

**Desirable:**

- Solid customer service experience in either telephone or face to face enquiries in a high-volume area
- Previous experience in Local Government.

## 3. Authority

The incumbent has the authority to take any reasonable action that is consistent with the responsibilities of the position and to ensure the safe and efficient undertaking of work activities.

The incumbent's authority is subject to any limitation imposed by the management team, organisational policies, procedures and work instructions.

## 4. Key accountabilities

**Position specific**

- Lead the effective and efficient coordination of bookings staff and operations across all community facilities.

- Ensure high standard of customer service to hirers of community facilities.
- Deliver position responsible actions within the Community section business plan.
- Comply with Council requirements relating to staff supervision and performance management.
- Perform duties relevant to the position efficiently and effectively.
- Promote Council as an efficient and helpful organisation to the community.
- Contribute to Community section business plans and continuous quality improvement.
- If this role is identified as a position which undertakes coordination of volunteer programs as well as the supervision of volunteers when they are on site (not including work experience placements) you will be required to:
    - familiarise yourself with our volunteers policy and standards
    - implement the policy and follow this Managing volunteers standard in a consistent and fair manner
    - undertake training needed to effectively coordinate volunteers
    - allocate sufficient time to volunteer coordination.

**Work health and safety (WHS)**

- Implement, monitor and, or comply with Council's WHS system, including but not limited to work health and safety policies, standard operating procedures, risk assessments/work instructions and associated system tools in their relevant work area.
- Adequately familiarise yourself with your work health and safety responsibilities and actively fulfil these as indicated in the WHS Responsibilities guideline WHS001.
- If this role is identified as a position with 'Chain of Responsibility' requirements, as defined by the *Heavy Vehicle National Law* and Regulations, you will, as far as reasonably practicable, ensure the safety of the vehicles transport activities. This is not limited to preventing breaches of mass, dimension, load, speed and fatigue laws and regulations.
- If this role is identified as a position which undertakes child-related work, as defined by the *Child Protection (Working with Children) Act 2012*, the Child Protection (Working with Children) Regulation 2013 and the Office of the Children's Guardian, you will be required to maintain a current and valid Working with Children Check number, renewable every 5 years.

**Corporate**

- Contribute to a positive workplace culture that embraces diversity and fosters the welfare of all staff.
- Undertake all activities in line with approved governance practices, especially in relation to risk, fraud and corruption.
- Contribute to the delivery of outcome necessary to achieve the goals and objectives of Councils currently adopted Community Strategic Plan.

**Equal employment opportunity (EEO)**

- Demonstrate appropriate knowledge of, and commitment to, EEO principles and anti-discrimination law in the workplace.

**Environmental sustainability**

- Act in line with the NSW *Protection of the Environment Operations Act 1997*, the NSW *Local Government Act 1993* and seek to conserve and enhance our local environment, in consideration of Council's environmental sustainability policy through our work practices, programs and services.

## 5. Duties

- Provide supervision and oversight to the rostering and work of bookings staff.
- Lead excellence in customer service and operations and recommend actions to enhance customer experience.
- Maintain a high quality and standard of functionality, presentation and amenity in relation to community facilities bookings.
- Be the SME and central contact for all Bookable requests, updates and training
- Manage applications for financial assistance (fee waivers) in collaboration with Events and Sister Cities section and prepare reports for Council.
- Ensure all correspondence relating to facility bookings is responded to, finalized and filed in a timely manner
- Annually review Council's Goods and Services Pricing Schedule and terms and conditions of hire and provide recommendations for implementation at each annual review.
- Action WH&S compliance reports arising from inspections, safe work method statements, corrective actions, hazard reporting or any other mechanism.
- Contribute to strategic and operational planning of the community facilities service.
- Be alert to and respond to emerging hazards in coordination with the Coordinator Community Facilities and staff.
- Support bookings staff with problem solving and decision making.
- Assist with (and problem solve where required) customer service and complaints.
- Manage service coordination with BCIC and liaise with other sections of Council and external stakeholders as required.
- The management of volunteers if required by the role.
- Other duties as directed consistent with the operations of Council.

## 6. Performance criteria

As per Council's performance management system.

## Acknowledgement and agreement

| | | |
|---|---|---|
| **Employee** | Name: | |
| | Signature: | Date: |
| **Supervisor** | Name: | |
| | Signature: | Date: |