

Positions Vacant

Civic Centre Activation Manager

(Readvertised)

(Ref: 25/18)

Shellharbour City offers coastal, urban and rural lifestyles in one of the fastest growing regions of NSW, located just 1 1/2 hours south of Sydney and serving a population of over 70,000 people. It's a place of great natural beauty - stretching west from the picturesque coastline to rolling pastures, against the majestic backdrop of the Illawarra escarpment.

Shellharbour City Council has an exciting opportunity to work in our new Civic Centre.

We are looking for an energetic, engaging individual with a strong commitment to innovation who is skilled and enthusiastic about making the Civic Centre a vibrant, dynamic and community destination.

The **Civic Centre Activation Manager** will maximise the utilisation of the Civic Centre, through marketing and promotion to ensure its long-term financial sustainability and to provide a safe, accessible and appealing venue for its users.

You will also coordinate and manage the day-to-day operations of the Civic Centre including budgeting, licensing, strategic planning and maintenance and repairs.

Interested?

This is a full time position, including working evenings and weekends as required. Conditions of employment are in accordance with the Local Government State Award, relevant legislation and Council's policies and procedures. The position is Grade 19 under Council's salary system with a salary of up to \$1674.94 per week.

How to apply:

Your application will need to address the essential and desirable criteria outlined on the position description, quote the reference number and include a resume with contact details for at least two referees.

Note: Previous applicants will be carried forward and do not need to reapply.

For further information about these positions, including details on applying for a position with Shellharbour City Council please see Council's website at www.shellharbour.nsw.gov.au

Specific enquiries may be directed to Kathryn Baget-Juleff on 4221 6087.

Please mark your application "Confidential Job Application" and send it electronically to jobs@shellharbour.nsw.gov.au

Applications close: 4.00pm Friday 23 February 2018.

Please address the essential and desirable criteria

POSITION DESCRIPTION	
Title:	Civic Centre Activation Manager
Group	Community Connections
Reports to:	Group Manager Community Connections
Grade:	19
Hours:	35 hours per week including evening and weekends as required
Vehicle:	No
Position Purpose	
<p>The Civic Centre Activation Manager (the Manager) reports to the Group Manager Community Connections and is responsible for the activation, operation and maintenance of the Civil Centre and surrounding grounds.</p> <p>The position will maximise the utilisation of the Civic Centre, through marketing and promotion to ensure its long-term financial sustainability and to provide a safe, accessible and appealing venue for its users.</p> <p>The Manager will work in conjunction with other groups in Council and external organisations to provide an active, vibrant, safety, cost effective facility to the Community, Councillors, Customers and the Council.</p>	
Qualifications and Experience	
<i>(Minimum required/essential for success in the job)</i>	
<p><u>Essential:</u></p> <ul style="list-style-type: none"> • Tertiary qualifications in events management and/or facilities management with sound knowledge of building management practices • Innovative, with high levels of energy and enthusiasm for events and activation and facilities management • Considerable relevant work experience in entrepreneurial activation of public facilities and the ability to create and maintain connection between people and place • Demonstrated ability to lead, develop and motivate staff in an environment of change, collaboration and continuous improvement 	

- Proven ability to develop rapport and engage with a diverse range of internal and external stakeholders to foster and sustain partnerships
- High level communication skills, including written and interpersonal, together with strong emotional intelligence
- Demonstrated ability to manage budgets and grants
- Demonstrated skills in strategic planning and report writing
- Demonstrated experience in development and review of quality management systems or other business improvement systems
- Current Class C Driver's Licence

Desirable:

- Knowledge of licenses, such as APRA, PPCA and AMCOS
- Experience as a chief fire warden

Main Activities/Tasks

Council operates on the principle of existing to provide benefits for our Community, Councillors, Customers and the Council itself – we call this the 4C's. This position is required to do everything they can to identify, develop, resource, provide, support and measure benefits to the 4C's.

Activation

- Foster the development of the Civic Centre as a vibrant, dynamic and community destination.
- Actively market and promote the Civic Centre events and its spaces in order to broaden audience participation and to maximise its use.
- Manage, lead and support the team to develop, implement and evaluate best practice activation programs and events to engage customers and the community

Building Management

- Coordinate and manage the day-to-day operations of the Civic Centre including maintenance, budgeting, marketing, licensing, strategic planning and repairs.
- Manage, lead and support the team to develop, implement and evaluate best practice facilities management, that meet the 5 star green star rating and ensure it is ongoing
- Source the assistance required to manage the maintenance and services of the Civic Centre and its Building Management Systems (BMS) and surrounding grounds, including:
 - provision of cleaning services, coordination of maintenance programs, operation of building service contracts and meeting support services.
 - Supervise the maintenance of the Administration Building. This includes air conditioning, electrical services, gas services, water services, lift operation and maintenance, flooring, equipment plant rooms and store rooms.
 - Supervise building improvements and refurbishments.

- Supervise the specialised industrial cleaning and fumigation required for the external part of the building.
- Storing and distribution of furniture and equipment.
- Establish, monitor and evaluate, maintenance schedules to ensure effective operation of the BMS
- Encourage an integrated approach to place/facility management including security services, cleaning, operations, and maintenance.

Partnerships and Advocacy

- Build and maintain strong relationships across Council to support the successful delivery of the Shellharbour Civic Centre facility management and activation
- Promote and champion activation of the Civic Centre to Council, to the community, management and staff
- Actively seek and develop internal and external partnerships and opportunities for collaboration that deliver sustainable activation initiatives and facility management

Leadership

- Assist in developing organisational capacity to embrace and deliver best practice building management and activation
- Position the Civic Centre Activation team to be at the forefront of the organisation and ensure the team is future focused, customer responsive and aligned to the organisation and community's vision.
- Lead and explore a range of creative alternatives to the continual improvement of services, systems and processes to ensure flexible and responsive planning, management of facilities and activation across the team
- Collaborate on Civic Centre Activation's strategic and operational planning as a key member of the Community Connections Leadership Team
- Provide quality and timely advice to Group Manager Community Connections, senior management team and Councillors as required on trends and needs, assisting the Group Manager and acting in that role as required
- Lead, develop and inspire the Civic Centre Activation team, to achieve optimal individual and team performance
- Undertake performance planning and review for the Civic Centre Activation Team
- Be a role model for customer-focused service, participating in outreach and community engagement, event and cultural activities, as required, ensuring customers have a positive experience characterised by active engagement

Professional development

- Stay engaged with facilities management and event networks and industry developments to stimulate innovation, keep abreast of best practice in facilities management and activation initiatives, to identify issues, trends, and changes in legislation.
- Take advantage of professional development opportunities to maintain currency of professional expertise

Financial Management

- Manage expenditure and revenue, prepare budget estimates and forecasting and report on budgets within approved delegations and in consultation with teams across Council
- Identify, monitor and seek funding opportunities for Civic Centre activation and building operations initiatives and prepare, or contribute to, relevant grant applications
- Manage project budgets, grants, sponsorship programs and contracts in line with Council policy and procedure
- Ensure that the Shellharbour Civic Centre and services are operated within agreed budget and timeframes.
- Plan and organise staff and resources associated with facilities management to provide the most efficient and cost effective environment.

Planning and Reporting

- Provide clear and concise written reports to Council, senior management and executive as required
- Ensure work plans, outcomes and deliverables for the Community Engagement and Activation team align with Council's Community Strategic Plan
- Undertake regular performance and statistical reporting in accordance with the requirements for Integrated Planning and Reporting, Fit for the Future and grant requirements
- Participate actively in community consultation and engagement in line with Council's Community Strategic Plan, Communications Plan and Community Engagement Policy

Support and promote the integrity and reputation of Council

- Apply and demonstrate the values of Council across all aspects of work
- Be a role model for quality customer service
- Ensure compliance with all Council policies and procedures and relevant legislation

Work Health & Safety

- Ensure safe work conditions are maintained and report any unsafe conditions identified
- Ensure people within area of responsibility know hazards and risks associated with any operation and the method established to eliminate or control the risks
- Provide information, training and appropriate supervision to people in your area of responsibility to enable them to work safely
- Cooperate with all health and safety policies & procedures agreed to by management and staff
- Not bypass or misuse systems or equipment provided for WH&S purposes
- Participate in WH&S training as required and contribute to the identification of hazards and assessment of risks as required
- Supervise the emergency procedure requirements of the Administration Building.