

Position Description

Visitor Information Centre Assistant

Directorate	Executive Services
Location	4-6 Shire Street, West Wyalong
Classification/Grade/Band	Grade 7
Position Code	1304 – Part Time Monday - Sunday
Date Position Description approved	January 2020

Council values

Bland Shire Council has seven (7) values that form our foundations and are embedded in our culture. The values inspire us to take ownership of our roles and responsibilities. They are tangible and are at the core of every interaction we have, and, in every action, we take in performing our jobs. All employees are responsible for upholding these values when representing Council.

Working together

 COMMUNITY <i>Put the community first</i>	 TEAM WORK <i>Work together as a committed team</i>	 RESPECT <i>Respect & value each other</i>	 COMMUNICATION <i>Open & honest communication</i>	 INTEGRITY <i>Act with integrity & honesty</i>	 SERVICES <i>Continuously improve our services</i>	 SAFETY <i>Keep ourselves & others safe</i>
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to improve our quality of life

Primary purpose of the position

Provide the front-line response to all visitor enquiries and where applicable service their needs via direct action.

Key accountabilities

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

- Assist in the promotion and maintenance of Council's Visitor Information services, resources for the Visitor Information Centre, ensuring effective and efficient marketing of Bland Shire as a desirable destination.
- Assist to update, maintain, compile and distribute publications, newsletters, forms, reports, brochures and booklets, using a number of software packages.
- Assist in the promotion of the visitor attractions in the council area.
- Support council's staff in tourism matters.
- Contribute to the continuous improvement of the centre and processes.
- Compile relevant statistics.
- Research local and regional tourism events and opportunities.
- Provide professional customer service, including telephone and counter enquiries.
- Assist in ordering, supplying and merchandising brochures and souvenirs.
- Carry out other duties that are within the limits of the employee's skill, competence and training.

WHS Responsibilities:

- Read and comply with all WHS policies and procedures in relation to your WHS roles and responsibilities.
- Immediately report all hazards and incidents, following the appropriate processes.
- Work in a manner that will not endanger yourself or any other person.
- Assist new employees in the use of proper work practices and procedures.
- Use personal protective equipment clothing or equipment (PPE) provided as instructed by your supervisor and report any defective or damaged PPE.
- Not attempt any task unless you are capable and competent to carry out the task.
- Participate in rehabilitation and return to work programs if required.
- Comply with Corporate record keeping requirements.

Corporate Responsibilities

- It is expected that your conduct will reflect Council values, and your commitment to these values will be central to your successful performance as an employee of Bland Shire Council.
- Comply with the minimum standards of conduct expected of employees as set out in Council's Code of Conduct.
- Present a positive image of Council and provide an effective service to Council customers, the community and internal customers.
- All staff are responsible and accountable for creating and keeping accurate and complete records of their business activity in accordance with Council's Records Management Policy.
- Under the provisions of the Local Government (State) Award, Council may direct any employee to carry out duties that are believed to be within the employee's skills, qualifications, competence and fitness capabilities, whether they are a usual function of the position.
- Child Safety Commitment: All employees are accountable for upholding Council's commitment to the safety and wellbeing of children.
- Delegations - adhere to relevant delegations and council policies and procedures, including those related to Council's Code of Conduct.
- Facilitate the recruitment, training, development, Competency assessments and annual reviews of staff improving efficiency and service delivery.
- Promote a workplace free from discrimination and harassment by treating all colleagues and customers with respect and professionalism without regard to background or irrelevant personal characteristics.
- Comply with all Council's policies, procedures and guidelines.

Key internal relationships

Who	Why
Team Members	Negotiate task priorities Ensure safety and quality standards are met
Tourism and Administration Officer	Liaise to clarify tasks and priorities Manage and escalate issues as appropriate

Key external relationships

Who	Why
Community	Maintain a friendly, professional and positive council presence Ensure public safety at all times

Selection requirements

Criteria:
Essential Criteria:
Certificate in Tourism, Customer Service or experience in related area.
Current Class "C" Driver Licence
WHS and EEO
Sound understanding of and commitment to EEO and WHS principles and practices.





Key Physical Requirements (*Key = Occasional 1-33%, Frequent 34-66%, Constant 67-100%*)

Constant sitting
Occasional stooping/ bending/ squatting.
Occasional lifting/ carrying <10kg.

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	Foundational
	Display Resilience and Adaptability	Foundational
	Act with Integrity	Foundational
	Demonstrate Accountability	Foundational
 Relationships	Communicate and Engage	Intermediate
	Community and Customer Focus	Intermediate
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
 Results	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Create and Innovate	Foundational
	Deliver Results	Foundational
 Resources	Finance	Foundational
	Assets and Tools	Foundational
	Technology and Information	Intermediate
	Procurement and Contracts	Foundational

Core Capabilities

- Manage Self: Show drive and motivation, an awareness of strengths and weaknesses, and a commitment to learning
- Community and Customer Focus: Commit to delivering customer and community focused service in line with strategic objectives
- Deliver Results: Achieve results through efficient use of resources and a commitment to quality outcomes
- Technology and Information: Use technology and information to maximise efficiency and effectiveness