

## CITY OF WANNEROO POSITION DESCRIPTION – TEAM MEMBER

<b>POSITION TITLE:</b> Crèche Assistant	<b>DIRECTORATE:</b> Community & Place	<b>DATE:</b> May 2021
<b>REPORTS TO:</b> Team Leader Customer Service	<b>SERVICE UNIT:</b> Community Facilities	<b>LEVEL:</b> 3
<b>POSITION NUMBER:</b> 3466 / 3467 / 3547 / 3485	<b>SUB UNIT:</b> Wanneroo Aquamotion and Kingsway Indoor Stadium	<b>ROLE FOCUS:</b> Service
<b>ROLE BALANCE:</b> (People/Scheduling/Technical) 10/10/80	<b>JOB FAMILY:</b>	<b>ANZSCO CODE:</b>

### ORGANISATIONAL CONTEXT

The City of Wanneroo (the City) is an expanding and thriving Local Government on the northern fringe of the Perth Metropolitan area, located approximately 12km from the CBD at its nearest point and 62km at its furthest point. Our community, council and City administration are working actively towards our vision of building a future together by collaborating with all stakeholders.

### DIRECTORATE CONTEXT

The **Community & Place Directorate** has a very strong interface with the community, providing community infrastructure, programs and services as well as advocating for funding and services by other agencies. We provide support for a diverse range of community priorities and encourage the growth of self-sufficient community organisations to assist with addressing these priorities.

### POSITION CONTEXT

Under direct supervision of the Team Leader Customer Service, this position is accountable for the provision of quality outcomes in accordance with customer needs as outlined in the Service Plan and Performance & Development Review Conversation, by applying skills, knowledge, experience and judgement, guided by established policies, procedures, methods and guidelines to undertake activities where the actions and steps are prescribed to meet current and anticipated changing organisational needs across the City's leisure and recreational sites.

The role communicates with a range of customers and stakeholders including members of the public; and City Leaders and employee.

A challenging aspect of the role is undertaking accurate and consistent customer service and outcomes within an environment that includes regular interruptions.

The City values an agile workforce where people are engaged to deliver excellent customer outcomes and have the aptitude to adapt to changes in the internal and external environment. As such, all roles may be required to work in any Service Unit across the City and perform activities outside of those described in this position description, aligned to the incumbent's skills, qualifications and training. A positive, proactive approach to change is required.

### FUNCTIONAL ACCOUNTABILITY

Provides a crèche service for children, ensuring the health, safety and wellbeing of the children in care that enables parents to access community programs and activities.

Encompasses an individual person delivering outputs to meet their own individual performance outcomes aligned to business objectives and set out in their annual performance review.

<b>KEY ACCOUNTABILITIES</b>
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<b>KEY RESULTS AREAS</b>	<b>OUTCOMES</b>
Collaboration & Teamwork	<ul style="list-style-type: none"> <li>• Contributes to a cohesive team environment by sharing information, supporting and assisting colleagues in a proactive manner to meet goals and deadlines.</li> <li>• Thinks critically and actively collaborates with colleagues and Leaders.</li> <li>• Contributes to the development of business improvement initiatives.</li> </ul>
Customers & Stakeholders	<ul style="list-style-type: none"> <li>• Acts as a point of contact for customers and stakeholders and responds to enquiries ensuring that these are addressed, resolved and/or re-directed for resolution.</li> <li>• Liaises with customers and stakeholders to deliver service excellence, ensuring that information is accurate, consistent, clearly communicated and issues are resolved in a timely manner.</li> </ul>
Efficient & Effective Delivery	<ul style="list-style-type: none"> <li>• Provides play opportunities and activities suitable to the age range and developmental needs of the children which will motivate their learning and integration within the crèche.</li> <li>• Supervises children within the crèche, supporting their personal needs in accordance with processes and procedures.</li> <li>• Maintain the presentation and organisation of the crèche, and ensuring that the environment is safe, clean and meet corporate standards.</li> <li>• Supports the delivery of excellent customer outcomes at the City’s leisure and recreational sites.</li> <li>• Proposes innovation and business improvement and initiatives within area of accountability / activity.</li> <li>• Participates in business development and implementation of initiatives in line with key business and performance targets.</li> </ul>
Systems & Processes	<ul style="list-style-type: none"> <li>• Maintains relevant registers, databases and systems, ensuring that information is accurate, stored correctly and accessible as required and meets legislative requirements.</li> <li>• Follows the City’s administrative systems and processes, ensuring that information is accurate, stored correctly and accessible as required.</li> <li>• Contributes to the development of processes and procedures that support the work of the Service Unit.</li> </ul>
Resources, Governance, Compliance & Risk	<ul style="list-style-type: none"> <li>• Ensures knowledge of and complies with safety, legislative, regulatory, financial and administrative frameworks.</li> <li>• Represents the City in an honest, ethical and professional way, ensuring adherence to the City’s Code of Conduct.</li> <li>• Demonstrates high and proactive concern for health, safety, environment, community and the City’s reputation.</li> </ul>

<b>CAPABILITIES REQUIRED</b>
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<p><b>Qualifications, Requirements and Experience:</b></p> <ul style="list-style-type: none"> <li>• Qualification in relevant discipline such as Childcare or relevant experience.</li> <li>• Foundational experience in the efficient utilisation of information systems and technology.</li> </ul>	<p><b>Skills and Knowledge:</b></p> <ul style="list-style-type: none"> <li>• Foundational computing, numeracy and literacy skills.</li> <li>• Foundational organisational and time management skills, with the ability to prioritise competing tasks.</li> </ul>
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- Current Working with Children Check.
- Provide First Aid Certificate
- Intermediate communication skills with a focus on providing customer service.
- Ability to work autonomously and in a team environment.
- Knowledge of the practical application of Occupational Health and Safety measures in the workplace including hazard identification in a crèche environment.

**Key Stakeholder Relationships:**

- Support the Facilities Specialist, Team Leader Customer Service and Senior Crèche Officer to assist them to carry out their roles.
- Communicate, engage and provide support / advice to relevant stakeholders and customers.

**Role Authorities:**

- Local Government Act Regulations and Act delegations, specific to the role.
- Required to exercise responsibility and use of initiative and judgment in problem solving and support at a Team Member level.

**VERIFICATION**

The content of this Position Description is an accurate statement. Position Descriptions will generally be reviewed and updated where necessary and / or within a period of 12 months.

**Leader Name**

Daniel Webb

Signature

Date

16 March 2021

**Next Up Leader Name**

Shane Spinks

Signature

Date

30 November 2020