Position Description

Kentish and Latrobe Councils

Senior Banksia Facility Officer- Fixed Term (18 months)

Position Number	185
Department	Corporate & Business Services
Reports to	Team Leader – Community and Economic Development
Work location	Latrobe Council
Classification	Level 7 Local Government Award
Last Review Date	November 2026
Version	2.0

Position Objective

1. Oversee the daily management and operation of a multi-use recreation and sporting facility, including camp accommodation and provide day-to-day guidance to the Banksia Facilities Officer and contractors.

2. Ensure high standards of service delivery, safety, and guest/user satisfaction while optimising the facility's utilisation and profitability.

3. Strategically balance operational efficiency with financial and performance goals.

4. Be responsible for the facility's budget, annual costing structure, financial performance, cost-saving decisions, strategic direction, risk and governance, in consultation with the Team Leader – Community and Economic Development.

Key Responsibilities

Facility Management *(in consultation with the Team Leader)*

1. Manage the Banksia budget and resources in line with Council's financial practices and delegations; review and implement the annual costing structure; monitor financial performance; and make cost-saving decisions without compromising quality or safety, in consultation with the Team Leader.

2. Develop, prioritise, and implement initiatives within the annual and long-term plan, focusing on innovation, growth and development and report against them, in consultation with the Team Leader.

3. Hold responsibility for risk management and governance at Banksia, including compliance with Council policies, legislation, delegations, work health and safety and child safe requirements; consult the Team Leader on significant matters and escalate those outside delegated authority.

4. Provide day-to-day guidance and task allocation to the Banksia Facilities Officer, and coordinate contractors and casual support, including rostering and resourcing; raise performance, conduct and capacity matters with the Team Leader.

5. Contribute to the ongoing development, implementation, and management of Banksia's marketing plan, new revenue, funding and partnership opportunities to support growth, development and financial sustainability.

Facility Operations

1. Coordinate day-to-day operation of Banksia, including site checks, room preparation, equipment, inventory and noticeboards, so the facility is safe, secure, clean, presented and ready for scheduled use.

2. Oversee end-to-end booking administration in approved systems (enquiries, confirmations, changes, cancellations, payments, bonds and exit processes); act as primary contact for users and hirers; and handle complaints and feedback in line with the Customer Service Charter.

3. Coordinate camps, events and group bookings, including inductions, child-safe event risk assessments and required documentation, and manage competing user interests equitably.

4. Administer access arrangements (keys, fobs, lockboxes and codes) and after-hours bookings; monitor, record and report security issues and incidents; and routinely test duress alarms and safety systems.

5. Identify, record and follow up maintenance and works requests; coordinate contractors and service providers, including cleaning and sanitary services; and arrange catering requests, costings and invoices, monitoring food handling and hygiene standards.

6. Process deposits, payments, invoices, credits, purchase orders and goods receipts within delegated authority, maintaining records in Council's approved systems.

7. Maintain accurate client data and Banksia information across Council systems, website and social media, and prepare and distribute promotional content to previous clients and target groups within Banksia branding.

8. Track enquiries, bookings, utilisation and financial data; prepare reports and recommendations for the Team Leader; and identify and implement

improvements to systems, processes and customer experience in compliance with Council's IT security requirements.

Accountabilities

9. Oversee the operation of camps and user groups at Banksia, fostering strong, collaborative relationships and managing competing user interests equitably to maintain a harmonious and inclusive environment.

10. Accountable for the cost-effective day-to-day operation of Banksia, in consultation with the Team Leader and within approved budgets, Council's financial practices and delegated authority.

11. Accountable for accurate bookings, financial, client and operational records, and reporting that supports planning and decision-making.

12. Identify and pursue new revenue and funding opportunities to support or generate new users, programs, events, and partnerships.

13. Accountable for a safe, compliant, well-presented and operational facility, with equipment, inventory, maintenance and contracted services ready for scheduled use.

14. Assist with the development, review, and reporting against the annual and long-term business plans and budgets, monitoring financial viability and cost effective operation of Banksia, within Council's financial practices and without compromising quality or safety.

15. Provide professional customer service, equitable management of competing user interests, and effective handling of complaints and feedback in line with the Customer Service Charter..

16. Provide clear day-to-day guidance, task allocation and rostering for the Banksia Facilities Officer, contractors and support personnel.

17. Continually create opportunities to improve systems, processes, and outputs in compliance with Council's IT security requirements, enhancing income generation and best practices.

18. Develop and execute promotional strategies to increase facility usage and revenue, maintain a strong online presence, and build partnerships with businesses and organisations to enhance promotion.

19. Accurately record and analyse user data, facility performance, and marketing effectiveness to identify trends and opportunities, and prepare relevant insights, reports, and recommendations.

20. Continually create opportunities to improve systems, processes and outputs.

21. Undertake other duties and responsibilities as reasonably directed by Council, provided such duties are within the employee's skills, competence,

qualifications and training, and are consistent with the requirements and classification of the position

Working Relationships

Internal

- Team Leader – Community and Economic Development and other Council management.
- Staff.

External

- Visitors
- General public and businesses.
- School, sport and community groups/organisations.
- Service providers.

Judgement

The position provides for a community business-orientated enterprise within a small, dynamic, and motivated team.

It requires the understanding and adherence to guidelines, financial processes, policies and procedures to deliver Council requirements.

The Senior Facilities Officer must be able to plan and work autonomously, problem solve in an often creative and innovative way and requires sound judgment and a mature approach.

Decision making is based on data analysis to guide progress and outcomes. In consultation with the Team Leader – Community and Economic Development, the position is responsible for the Banksia budget, annual costing structure, financial performance, cost-saving decisions, strategic direction, risk and governance, and provides day-to-day guidance to the Banksia Facilities Officer and contractors.

Qualifications and Licences

- Certificate 3 or 4 in sport and recreation, business management, facility management and/or a related field and a minimum of two (2) years' experience in a similar role or an equivalent combination of skills, experience and training.
- A current driver licence.
- Registration to Work with Vulnerable People *(or willing to obtain).*
- Competency in Provide First Aid.

Experience, Knowledge, and Skills

1. Excellent time management skills, with the ability to self-motivate, manage multiple tasks, identify and implement process improvements, and adapt to change.

2. A passion for sports, recreation, and community engagement.

3. Have strong financial management skills, with a background in facility management, and a commitment to exceptional customer service.

4. Experience in collecting, analysing and interpreting industry data and develop strategies for improvement.

5. Experience in developing plans and reporting against these.

6. Strong marketing and promotional skills.

7. Experience guiding and coordinating staff or contractors in day-to-day operations.

8. Ability to work flexible hours, including evenings and weekends, as required.

Desirable

9. An understanding and working knowledge of local government.

10. Experience with online bookings and cloud-based systems.

11. Experience working in a community or sports facility.

12. Experience with TechnologyOne or similar enterprise software

Working at Kentish and Latrobe Councils

Our Values



Kentish and Latrobe Councils are a values-based organisation. We aim to attract, recruit and retain people who will uphold our values and are committed to building a strong values-based culture. Our values and behaviours reflect what we consider to be important, that is:

Safety	We feel safe and secure in our environment by looking after ourselves and each other's physical and mental wellbeing.
Teamwork	We work as ONE team – regardless of location or role – supporting each other to provide quality services to our community and achieve the Council's goals.
Accountability	We work in a transparent and open way, doing our best and working with pride, professionalism and integrity with our colleagues and for the community.
Respect	We act with integrity and kindness to create an inclusive workplace where our colleagues, customers and the community feel welcomed, respected and valued.

Work Health and Safety Compliance

As part of this role, you are expected to:

- Follow the applicable WHS Act, Regulations, and approved Codes of Practice relevant to your role.
- Recognise workplace risks, perform risk assessments, and implement controls to eliminate or reduce hazards where reasonably practicable.
- Report hazards, near misses, and incidents immediately and participate in investigations to strengthen safety outcomes.
- Undertake mandatory WHS training and induction and support the safety awareness of contractors and new staff.
- Work cooperatively with colleagues, safety representatives, and management to support a proactive safety culture.
- Assist with regular workplace inspections, audits, and review of safety procedures or documents to ensure ongoing compliance and improvement.

Child Safe Organisation Compliance

As part of this role, you are expected to:

- Ensure all duties are carried out in compliance with Council's obligations under the Child Safe Standards, legislation, and policies and procedures.
- Demonstrate a strong commitment to child safety by proactively identifying and responding to risks, concerns, or breaches related to child safety and wellbeing.
- Actively promote a culture of child safety, including fostering environments where children and young people are respected, their voices are heard, and their rights are upheld.
- Participate in mandatory training and development programs relating to child safety as required.
- Immediately report any concerns or disclosures in accordance with legislative obligations and Council's reporting procedures.