



POSITION DESCRIPTION

POSITION TITLE	Manager Place and Community Experience
DIRECTORATE - SECTION	Community Services – Place to Space
LEVEL - EBA	Negotiated
RESPONSIBLE TO	Director Community Services

OUR VISION

Connected Communities, Valuing Nature and Creating our Future Together.

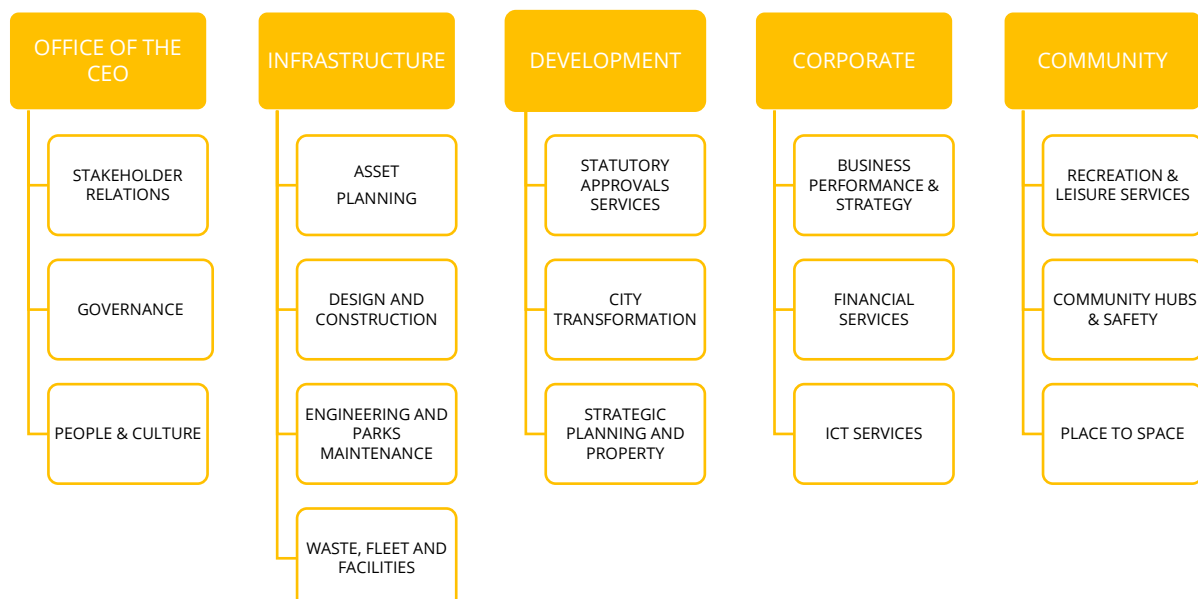
OUR SIMPLE GUIDING PRINCIPLES

Ensure everything we do will make Kalamunda socially, environmentally and economically sustainable.

OUR VALUES

SERVICE	Provide excellent customer service at all times, through effective listening and understanding, in order to go beyond the commonplace when we serve others.
PROFESSIONALISM	Maintain professionalism by upholding the corporate image, speaking carefully and acting quickly to ensure others know we are reliable, respectful and competent.
QUALITY	Uphold quality and show initiative through clear thinking, planning mindfully, acting decisively, measuring carefully and regularly reviewing the goals to be achieved.

ORGANISATIONAL STRUCTURE & FUNCTIONS



THE OVERALL OBJECTIVE OF THIS POSITION

Champion a whole-of-City placemaking approach that unlocks local strengths, drives economic vibrancy and delivers memorable experiences for residents and visitors. Oversees the Coordinator Community & Place and Economic & Experience service areas, ensuring that your team work with Community and City teams to;

1. Understand and leverage our Community and Places
 - a. Build a deep, data-and-story picture of our community and each place.
 - b. Maintain place profiles, audits, and a map of local assets
 - c. Develop and deliver programs, service and activations that support a shared vision toward vibrancy of our Community and Places.
2. Concierge
 - a. Help residents, businesses and groups navigate red tape and find the right person to help.
 - b. Be a key contact point, to unblock issues, support place-based improvements, and provide grant guidance.
3. Asset-Based Community Development (ABCD)
 - a. Empower communities by activating local strengths, enabling residents to co-create and lead projects.
 - b. Facilitate co-design sessions, to provide a local context to strategies, plans and projects
 - c. Deliver programs and services aimed at creating thriving and active citizens.
4. Influence Strategy
 - a. Leverage an understanding of our Community and Places to inform City Strategies, plans and projects
 - b. Work to translate and simplify messaging for Community and business “What does this mean for this place and its people?”
 - c. Place lens in policy drafts, impact statements and sitting on project working groups.
5. Influence Infrastructure
 - a. Inform the City’s public-realm and facility upgrades so they invite activity, belonging and economic vibrancy.
 - b. Develop and deliver, temporary activations that inform and support capital works.

KEY RESULT AREAS

STRATEGIC & OPERATIONAL MANAGEMENT

- Oversee City Strategies, plans and outcomes related to;
 - Place and Community Activation
 - Arts & Culture
 - Reconciliation
 - Tourism & Economic Development
 - Social inclusion & Diversity
 - Public Health & Wellbeing
 - Events

- Guide the effective operation of all services functions and facilities, ensuring that service delivery is cost effective and meets community need.
 - Kalamunda Performing Arts Centre
 - Zig Zag Gallery
 - History Village and Visitors Centre
 - Events sponsorship and programing
 - Community development and place programing

Develop and maintain service plans that operationalise strategy into outcome and demonstrate outcomes and impacts.

LEADERSHIP

- Leads the business unit setting direction and facilitating a culture of high performance.
- Develops capacity and capability within the business unit.
- Energy, creativity, and a drive to make things happen.
- Ensures the Business Unit consistently lives the values of the City in all community dealings.

COMMUNITY ENGAGEMENT, COUNCIL & ADVISORY COMMITTEE

- Represent the organisation at key community engagement activities, including events, openings, unveilings and public forums.
- The role requires a visible and active presence in the community, which may involve attendance outside standard business hours, including evenings and weekends, as required.
- Champion genuine engagement with our community
- Fosters and maintain partnerships and networks to promote and further the objectives on the business unit

CUSTOMERS & STAKEHOLDERS

- Develop and maintain a relationship with relevant state departments and funding bodies
- Fosters a culture of innovation and continuous improvement
- Ensure measurement and delivery of high standards of customer service internally and externally
- Works to develop active citizenship within the Kalamunda Community

TEAM MEMBERSHIP

- Creates a positive 'One Kalamunda' team environment, within own team, directorate and across the City.
- Identifies opportunities to collaborate, problem solve and improve service delivery.
- Supports teams to create a safe working environment and proactively identifies and reports safety hazards and improvements.

FINANCIAL MANAGEMENT

- Business unit budgets are consistently and accurately prepared and monitored in accordance with Council requirements,
- Identification of opportunities for external funding to support service area.
- Proactively seek revenue development and diversification opportunities
- Actively review and identify efficiency measures to optimize expenditure

WORKPLACE HEALTH AND SAFETY

- As an officer of a PCBU (Person Conducting a Business or Undertaking), you must exercise due diligence to ensure the City complies with its health and safety duties.
- Due diligence includes keeping up to date knowledge on WHS matters, understanding the nature and operations of the work and any associated hazards.
- Ensure the City has and uses appropriate resources and processes to eliminate or minimise risks including both physical and psychological.
- Ensure the City has appropriate processes for work-related incidents, hazards and risks and to respond in a timely manner.
- Complies with the duties and obligations in reporting notifiable incidents, consulting with workers and complying with lawful instructions.

WORKPLACE COMPETENCY

- Uphold the City's values of Service, Professionalism and Quality and demonstrate behaviors that reflect the organisations values, supports cross functional teams and meets customer and organisational needs.
- Ensure compliance with relevant legislation and City policies and procedures.
- Prepare reports, business correspondence and agenda items relevant to the Economic and Cultural Services Business unit.

TRAINING/QUALIFICATION(S)

- A relevant tertiary qualification in Community Development, Marketing, Business, Tourism, Place / Place Management or a related field.

SELECTION CRITERIA

1. Extensive experience in a similar leadership or management role.
2. A passion for creating vibrant, welcoming places through a collaborative, proactive, and solutions-focused mindset.
3. Demonstrated experience in developing and implementing strategic and operational plans, including the setting and monitoring of goals and managing budgets
4. Demonstrated experience in working with, and leveraging community assets including people as well as the natural and built environment
5. Experience in advocating for community driven outcomes within and outside of the organisation to increase understanding and to gain support and resources.
6. Demonstrated experience in maintaining excellent stakeholder relationships with diverse community groups, government and businesses
7. Demonstrated experience in leading organisational change, managing resistance and imbedding sustainable improvements.
8. Strong project management skills.
9. Strong research and analytical skills.

DIVERSITY

The City of Kalamunda is committed to and values the advantages and benefits that equity, diversity, and inclusion (EDI) brings to all its staff. The City seeks to integrate the principles of EDI throughout the organisation, to enrich our perspective, improve performance, increase community value, and enhance the probability of achievement of our goals and objectives.

DRIVERS LICENCE

1. Possession of a current 'C-A' (Automatic) or 'C' (Manual) class driver's licence allowing the holder to drive legally in Western Australia.

AGILITY

This position description reflects the City's requirements at a point in time and is subject to change. The City may modify this position description at any time, provided the skills, qualifications, competence and training remains within a reasonable range of the original position.

REVIEWED BY: Director Community

DATE PD REVIEWED/APPROVED:
