



POSITION DESCRIPTION

POSITION TITLE	Manager Community Hubs & Safety
DIRECTORATE - SECTION	Community - Community Hubs & Safety
LEVEL - EBA	Negotiated Contract
RESPONSIBLE TO	Director Community

OUR VISION

Connected Communities, Valuing Nature and Creating our Future Together.

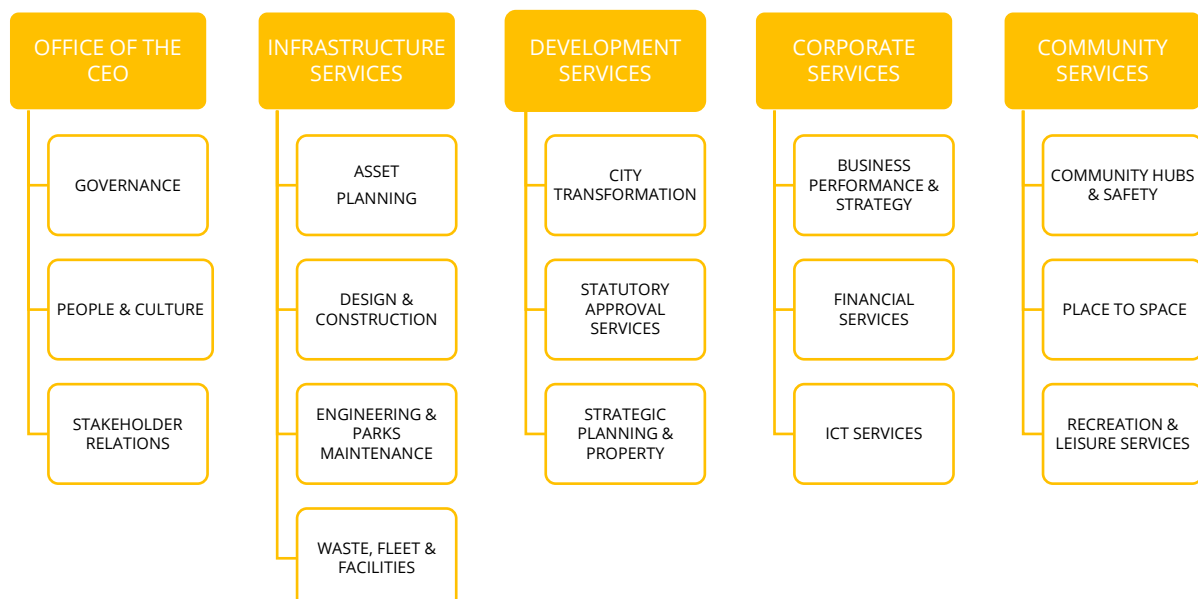
OUR SIMPLE GUIDING PRINCIPLES

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

Lead strategic and operational planning of the Community Safety, Fire Compliance, Ranger Services, Emergency Management, CCTV Strategy and Library hub services to;

1. To improve community safety through awareness, education and enforcement of state and local laws
 - a. Ensure the City complies with its legislative Emergency Management requirements & obligations
 - b. To provide education, prevention, preparedness, and response, facilitate in recovery efforts of local emergencies
 - c. Manage the Memorandum of Understanding between the City and the Department of Fire and Emergency Services for the Community Emergency Services Manager program and oversee all Volunteer Bush Fire Brigade activities
2. Drive evolution of the City's Libraries to become customer service focused multi skilled community hubs that;
 - a. To provide access to City Services, information, education and spaces for learning
 - b. Drive social connection to support mental and emotional wellbeing by creating opportunity for social interaction and to develop networks
 - c. Support the community's digital awareness, capability and enablement
 - d. Champion access and inclusion through identification and reduction of barriers to ensure all segments of our community feel welcome and included

KEY RESULT AREAS

STRATEGIC AND OPERATIONAL PLANNING

- Oversee City compliance, strategies and plans related to;
 - Fire compliance
 - Emergency management
 - Animal Management
 - Closed Circuit Television
 - Libraries and community learning
- Ensure the effective operation of the City's
 - Community safety team
 - Libraries and community hub teams
 - Volunteer brigade activities
- Develop and maintain service plans that operationalise strategy into outcome.

LEADERSHIP

- Leads the Team, and direct reports are consistently provided with high quality, dynamic, innovative and proactive leadership, guidance and support including regular and constructive performance feedback and development opportunities.
- Develops capacity and capability within the business unit.
- Ensures the Business Unit consistently lives the values of the City in all community dealings.

COMMUNITY ENGAGEMENT COUNCIL AND ADVISORY COMMITTEE MEETINGS

- Champion's genuine engagement with our Community
- Fosters and maintains partnerships and networks to promote and further the objectives on the business unit
- Represents the City on relevant working groups, committees, and reference groups.

- Ensures that agendas, minutes, and reports are managed in accord with City Policies and Terms of Reference.

CUSTOMERS & STAKEHOLDERS

- Fosters a culture of innovation and continuous improvement
- Ensures 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,
- Funding and revenue increasing opportunities being proactively sought, and expenditure reduction initiatives proactively implemented.

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 behaviours that reflect the organisations values, supports cross functional teams and meets customer and organisational needs. Encourage Team work and leadership within, mentoring to new and up and coming staff.

TRAINING/QUALIFICATION(S)

1. A relevant tertiary qualification or extensive experience in a similar role

SELECTION CRITERIA

1. Substantial experience in a supervisory role delivering Community Safety or Library Services
2. Demonstrated ability to supervise, guide and mentor a multidisciplinary business unit
3. Experience in managing and improving community facing service delivery teams
4. Strong attention to detail with the ability to research and summarise detailed information and present it in an engaging, informative, and succinct way.
5. Skilled at fostering and maintaining strategic partnerships and networks.
6. Strong negotiation and consultation skills.
7. Excellent time management skills, with the ability to function effectively to meet short deadlines in a pressured environment.
8. Demonstrated ability to identify, set and achieve team performance goals and monitor/evaluate the progress towards those goals.

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: 15 July 2025
