

Summary information

Section	Key Venues	Directorate	City Living
Position grade	Band 1 Level 2 Grade 2	Position type	Casual
Reports to	CEO BVM/Manager Key Venues (MKV) or his/her nominee	Direct reports	Nil
Approval limit	\$0	Release limit	\$0
Created/reviewed	May 2019	BCC number	N/A

1 Position purpose

- The position will lead individual parties including organisational and administrative tasks; maintenance and development functions and resource safety, cleanliness and appearance
- The Party Host will encourage and facilitate a fun program of activity and engagement in a safe and enjoyable manner
- Act in accordance with the *New South Wales Work Health Safety Act 2011*, *Work Health Safety Regulation 2017* and the Work Health and Safety Management (WHS) System.

2 Qualifications and experience

Essential

- Current CPR Certificate
- Pool Lifeguard, Bronze Medallion **or** Austswim qualification **or** Royal Life Saving Swim Teacher certificate (aquatic parties only)
- Excellent customer service
- Excellent oral communication
- Current Working With Children Check.

Desirable

- Current First Aid
- Current driver's licence
- Knowledge of applicable legislation/regulations
- Ability to work within a team environment
- Availability to work flexible working hours.

Child Protection Laws in NSW require Council to conduct checking and screening of recommended applicants.

3 Authority

The incumbent has the authority to take any reasonable action that is consistent with the responsibilities of the position and to ensure the safe and efficient undertaking of work activities.

The incumbent's authority is subject to any limitation imposed by the management team, organisational policies, procedures and work instructions.

4 Key accountabilities

Position specific

- To represent BVM and Council and the respective facility in a positive light at all times and to provide the highest levels of customer care and service to all users. Such representation includes, but is not limited to, professional appearance, conduct and punctuality
- To follow instructions and guidance as provided by senior staff and to work cooperatively with other Key Venues employees
- To ensure the safety, wellbeing and enjoyment of all patrons and user groups to the nominated party by the provision of high-quality service excellence and safety. Such responsibility shall extend to all areas of the facility and not be limited to party areas
- If this role is identified as a position which undertakes coordination of volunteer programs as well as the supervision of volunteers when they are on site (not including work experience placements) you will be required to:
 - familiarise yourself with our Volunteers policy and standard
 - implement the policy and follow this Managing Volunteers standard in a consistent and fair manner
 - undertake training needed to effectively coordinate volunteers
 - allocate sufficient time to volunteer coordination.

Work health and safety (WHS)

- Implement, monitor and, or comply with councils WHS Management System, including but not limited to WHS Policies, Standard Operating Procedures, Risk Assessments/Work Instructions and associated system tools in their relevant work area
- Adequately familiarise themselves with their WHS responsibilities and actively fulfill these as indicated in the WHS Responsibilities guideline WHS001
- If this role is identified as a position with 'Chain of Responsibility' requirements, as defined by the *Heavy Vehicle National Law (HVNL)* and Regulations, you will, as far as reasonably practicable, ensure the safety of the vehicles transport activities. This is not limited to preventing breaches of mass, dimension, load, speed and fatigue laws and regulations
- If this role is identified as a position which undertakes child-related work, as defined by the *Child Protection (Working With Children) Act 2012*, the *Child Protection (Working With Children) Regulation 2013* and the Office of the Children's Guardian, you will be required to maintain a current and valid Working with Children Check number, renewable every 5 years. In the event that there is any change to your Working with Children certificate clearance, you are obliged to report this to your Manager immediately
- WHS001 - Matrix is attached.

Corporate

- To commit to and embrace the objectives of Our Blacktown City 2036. Contributing within Council's staffing structure and program of works to deliver our corporate objectives and strategic vision.

Equal employment opportunity (EEO)

- Demonstrate appropriate knowledge of, and commitment to, EEO principles and anti-discrimination law in the workplace.

Environmental sustainability

- Act in accordance with the *Protection of the Environment Operations Act 1997*, the *New South Wales Local Government Act 1993* and seek to conserve and enhance our local environment, in consideration of Council's environmental sustainability policy through our work practices, programs and services.

5 Duties

- Report daily/or according to roster requirement to the nominated Supervisor or his/her delegated official at the nominated facility. Such reporting must take into account the flexible approach to sudden changes in work hours, conditions and locations, as is the nature of casual work
- Direct, manage and control party group behaviour
- Respond accordingly to any First Aid or emergency situation and to work cooperatively with other staff/professionals/others in the treatment of such
- Ensure the party is conducted safely and enjoyably through the adequate planning of suitable activities according to Operating Procedures, Work Instructions and recommended guidelines. All activities offered should ensure a minimum level of risk is associated and a complete safety inspection is completed prior to the party commencing
- To ensure all guests (including adults) of the party are greeted, instructed and directed as to the party format; liaised with throughout the party period and farewelled in a professional and courteous manner
- To undertake cleaning duties as required with the party activity and to provide a clean, safe and inviting to the various user groups. Cleaning includes, but is not limited to, change rooms, kiosk and office areas, pools, and surrounding environments
- To promote all aspects of the facility including programs and services offered
- Assist or work in Kiosk and Administrative areas as and when required to comply with the necessary operating instructions and procedures. Such work shall involve all routine tasks associated provided that the member of staff has been appropriately inducted, trained and supervised
- Actively support Key Venus staff working together as a "team" to meet the requirements expected by the BVM Board, Blacktown City Council and all key stakeholders
- Provide guidance and instruction which results in motivated participants.
- Other duties as from time to time as may be reasonably required and requested by and/or through the BVM Chief Executive Officer or his or her nominee
- Assist with the training, induction, monitoring and evaluation of new or 'rookie' Party Hosts
- Volunteer management duties if applicable
- Other duties as directed consistent with the operations of Council.

6 Performance criteria

As per Council's performance management system.

Acknowledgement and agreement

Employee	Name	_____	
	Signature	_____	Date _____
Supervisor	Name	_____	



Signature

Date