

## POSITION DESCRIPTION

**Position:** Community Centre Assistant  
**Team:** Community Centres  
**Group:** Community Wellbeing & Services  
**Responsible To:** Kaiwhakahaere, Community Centres  
**Responsible For:** Nil

**Organisational Context:**



# Tirohanga Whānui - Council's Vision for the Community

Heretaunga Whenua Houkura, Heretaunga Hapori Ora  
Fertile Land, Prosperous People

## Kaupapa Mātāmua - Our Organisational Mission

E mahi ngātahi ana hei painga mō te iwi me te kāinga, i tēnei rā, āpōpō hoki  
Working for our people and our place, today and tomorrow

## Ngā Uara – Our Values

### Te Mahi Tahi - Working Together

- We work collaboratively
- We are flexible and creative
- We celebrate our successes and have fun

### Mana Tangata - Respecting Others

- We are inclusive
- We are honest and reliable
- We act with integrity and professionalism

### Te Whakaaweawe - Making a Difference

- We strive for excellence
- We are all accountable
- We serve our community with pride

### Oranga Tangata - Supporting Wellbeing

- We encourage life balance
- We care for our work whanau
- We bring a positive attitude

## Working effectively with Māori

Hastings District Council aspires to a kaitiakitanga conducted in good faith at all times with respect to the aspirations and expectations of Maori. We accept our privileged role and responsibility of holding and protecting the Treaty of Waitangi / Te Tiriti o Waitangi.

## Context

Our vision for the Hastings District represents the foundations of our community: land and people. We are focused on protecting and enhancing our fertile land and the life-giving waters which support it, and helping the people of this place to fulfil their aspirations and prosper together.

Across the local government Community Wellbeings, we are seeking:

- Economic - a sufficient and supportive economy
- Environmental - a healthy environment and people
- Social – a safe and inclusive place
- Cultural – a vibrant place to live, play and visit.

The Hastings District Council organisation emphasises capabilities such as working together, a can-do attitude, a spirit of service, enabling, community engagement and partnership development alongside traditionally valued technical and management skills and capabilities. Excellence in performance from the organisation as a whole and from individuals is needed.

The Community Wellbeing and Services Group comprises activities and services that support and uplift communities in their aspirations to be connected, safe, engaged and fulfilled in their lives, contributing to social, cultural, economic and environmental well beings. These services deliver a range of programmes, services and outcomes responding to community need, diversity and opportunities to support community's aspirations.

## **Purpose of Position**

**This role is part of the Community Wellbeing and Services Group. The Group includes Aquatics and Splash Planet, Hastings Sports Centre, Camberley Community Centre, Flaxmere Community Centre, Hastings District Libraries, Te Whare Waiaroha, Security, Senior Housing, Community Development, Youth Development, Community Safety, Welcoming Communities, Community Grants, Hastings City Art Gallery and Toitoti.**

**The purpose of this position is to assist the successful operation of the Flaxmere and Camberley Community Centre, delivering on community needs, aspirations and opportunities by:**

- **Programme support and assistance**
- **Customer service**
- **Facility support**

## **Other**

- We all have responsibility for Health and Safety, therefore the staff member in this role shall:
  - Ensure compliance with the provisions of the Health and Safety at Work Act 2015, and all applicable regulations, Codes of Practice, standards and guidelines.
  - Observe all occupational safety and health policies, procedures and rules stated by Council which are pertinent to the duties carried out by the officer in this position and in all operational areas of the organisation.
  - Promptly and accurately report and record any workplace injuries and incidents.
- Civil Defence and Incident & Emergency activities as required. Local government is responsible for looking after communities in the event of a Civil Defence situation. This means that once you have ensured the safety of your family and property, you may need to assist with civil defence or critical incident management.
- Council has an Employee Handbook which includes a Code of Conduct – staff are expected to comply, along with all other organisational policies and procedures.
- Such other duties as may be allocated by the manager from time to time.

## **Key work areas for which this position will have a responsibility are:**

### **General Community Centre support duties:**

- Assisting with delivery of programmes at the Camberley and Flaxmere Community Centre including, but not limited to liaising with user groups, arrange bookings, general programme and financial administration duties, breakfast club and afterschool food preparation, Nourished for Nil and other centre and community activities.
- Customer service and a point of contact for general enquiries
- Basic facility administration, including liaising with contractors
- Undertake cleaning duties at the Centre as required

## **Person Specification**

### **Qualifications**

- NCEA level 2 or equivalent
- 1<sup>st</sup> Aid certificate preferred not essential

### **Knowledge/Experience**

- Experience working with tamariki, rangatahi and adults in a community context
- Demonstrated excellence in delivering customer service in a front line role
- Experience contributing to a team
- Excellent skills in dealing with people from all sectors of the community
- Good administration skills
- Proven experience as a cleaner
- Knowledge of cleaning chemicals and supplies
- Familiarity with Material Safety Data Sheets
- Familiar with the Treaty of Waitangi and how it is applicable to this role

### **Key Personal Competencies**

- A commitment to service excellence
- Ability to interact and liaise with staff working across different teams
- Sound interpersonal and listening skills
- Sound administration and organizational skills
- Ability to convey information confidently and clearly in both oral and written form
- Time management and punctuality

### **Personal Attributes**

- Customer centred service ethic
- Confident outgoing disposition
- Flexible and adaptable in approach
- Ability to work effectively and positively with a wide range of people
- A sense of humour
- Physically fit for the role – mobility, strength, energy and stamina
- Desire to achieve and a positive attitude
- Cultural sensitivity
- Empathy

## Important Functional Relationships

### External

Community groups  
Sports clubs  
Local Schools  
Youth Groups  
Training providers  
Parents

### Internal

Kaiwhakahaere Community  
Centres  
Other HDC staff

### Committees/Groups

Local School  
Local Kohanga  
Flaxmere and Camberley  
Planning Committees  
Camberley Leadership  
committee

# Person Specification

## Qualifications

- NCEA level 2 or equivalent
- First Aid certificate preferred

## Knowledge/Experience

- Experience and demonstrated excellence in delivering customer service in a front line role
- Experience working in a community based organisation desirable
- Experience with cash handling and a knowledge of banking processes

## Key Personal Competencies

- A commitment to service excellence
- Ability to interact positively with a wide range of people
- Excellent customer service and communication skills
- Excellent organisational and administration skills
- Awareness of need for sensitivity and confidentiality
- Time management and punctuality
- Understanding of Te Tiriti o Waitangi in the local government context

## Personal Attributes

- Desire to achieve and a positive attitude
- Ability to work well under pressure
- Ability to work with a minimum of supervision
- Flexible and adaptable in approach
- Continuously looking for ways to improve
- Cultural sensitivity
- Empathy