

## POSITION DESCRIPTION

**Position:** Flaxmere Community Centre Coordinator

**Team:** Flaxmere Community Centre

**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 Māori. 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 contribute to the successful operation of Flaxmere Community Centre by delivering a high standard of customer service and facility presentation, and maintain a safe and enjoyable environment. This is achieved by:**

- **Programme planning, delivery and support**
- **Administration**
- **Customer service**
- **Facility presentation and cleaning**

## **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:**

### **Programme planning, delivery and support**

- Plan and support the delivery of regular and one-off programmes at the Flaxmere Community Centre, including but not limited to kaumātua classes and community events or activities.
- Liaise with Library team and the council's Youth team to support programming and activities for youth in the centre
- Establish and maintain positive relationships with user groups in the Centre, and programme and service providers in the community
- Manage the running of the weekly Nourished 4 Nil programme
- Identify potential future programme opportunities based on community feedback and from networks

### **Administration**

- Manage enquiries and bookings for the Flaxmere Community Centre, demonstrating excellent and professional customer service.
- Undertake the Flaxmere Community Centre's banking and invoices
- Update the Flaxmere Community Centre's Facebook page
- Liaise with Council's Marketing and Communications department to promote the Centre, events and activities.
- Ensure accurate record keeping and statistics of the centre's activities, contributing to reporting needs as required.
- Ensure systems, procedures and policies are kept up to date
- Purchase consumables for the Centre and its programmes, keeping stock.
- Support Kaiwhakahaere by liaising with contractors and other council staff coming on site as required, keeping Kaiwhakahaere up to date on key matters.

### **Customer service**

- Provide clear and accurate information to customers about programmes delivered from the Flaxmere Community Centre, as well as other Hastings District Council facilities and services.
- Actively contribute to a positive customer experience, ensuring a positive, welcoming, helpful courteous manner at all times to all visitors.
- Proactively develop and maintain positive relationships with facility customers and user groups.

### **Facility presentation and cleaning**

- Proactively maintain a clean and well-presented community centre.
- Ensure spaces for user groups and customers is set up correctly, and that pack down of equipment is completed after use.

## Important Functional Relationships

### External

Flaxmere Community Centre  
customers/visitors  
Community groups  
Sports clubs  
Local Schools  
Youth Groups  
Training providers  
Parents

### Internal

Kaiwhakahaere Community  
Centres  
Other Flaxmere Community  
Centre staff  
Other HDC staff

### Committees/Groups

Flaxmere Planning  
Committee

## Person Specification

### Qualifications

- NCEA level 2 or equivalent

### Knowledge/Experience

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

### Key Personal Competencies

- Excellent customer service and communication skills
- Excellent organisational and administration skills
- Ability to interact positively with a wide range of people
- 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
- Continuously looking for ways to improve
- Strong and sound decision-making skills
- Cultural sensitivity
- Empathy