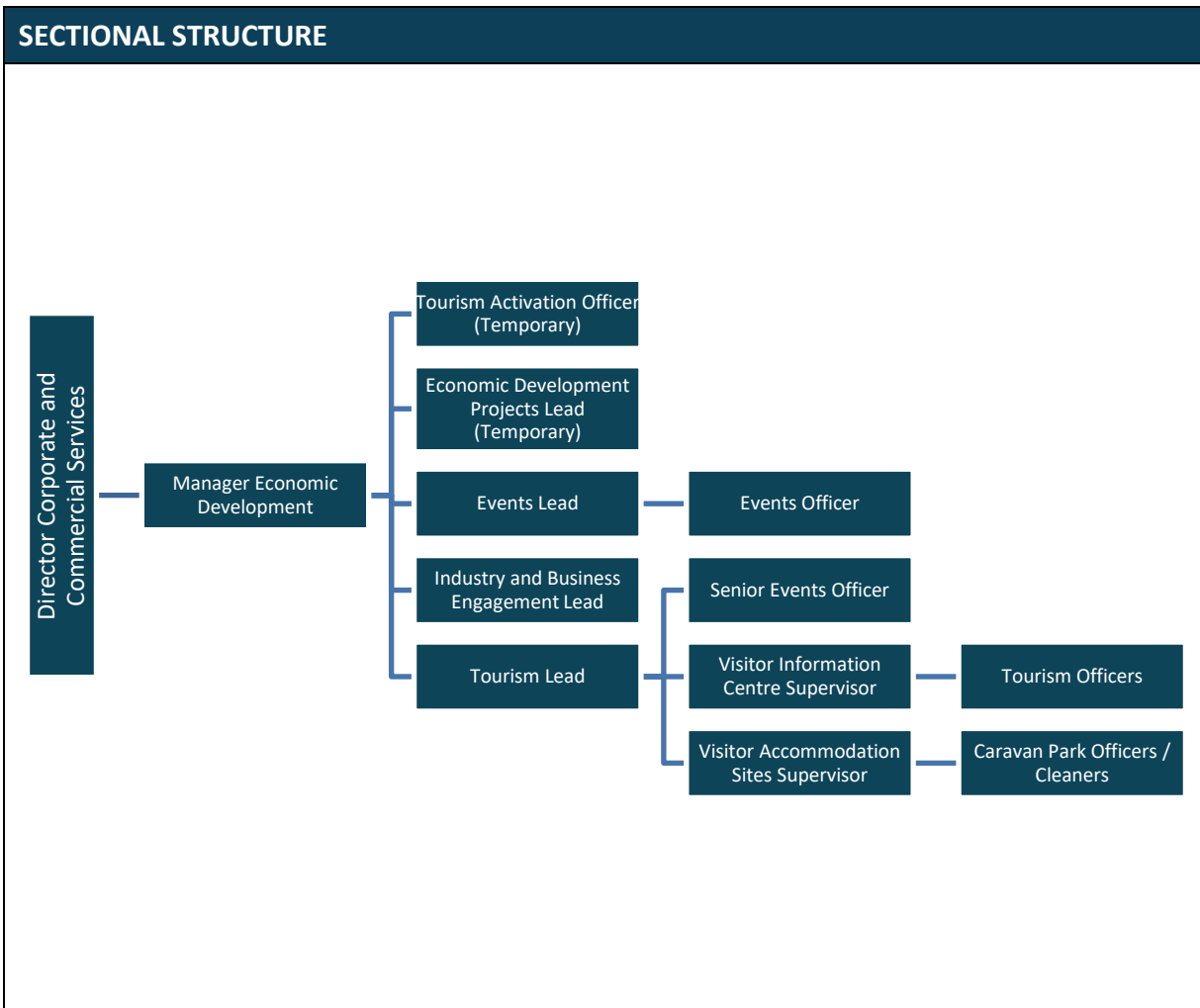


<b>POSITION TITLE:</b>	Visitor Information Centre Supervisor
<b>POSITION NUMBER:</b>	2088
<b>DIVISION:</b>	Corporate and Commercial Services
<b>SECTION:</b>	Economic Development
<b>GRADE:</b>	8
<b>DELEGATIONS:</b>	Nil
<b>POSITION FTE HOURS:</b>	35

**PRIMARY PURPOSE**

Support the effective operation of the Visitor Information Centre, leading a team of Tourism Officers that provide outstanding customer service and excellent advice to visitors to the Orange region. The role will be responsible for rostering, team supervision, operational matters, accreditation, reporting and product sales, and will provide data and insights to the Tourism function to highlight visitor trends and priorities.

**SECTIONAL STRUCTURE**



## QUALIFICATIONS AND LICENCES

- Diploma in Leadership or suitable experience.
- Satisfactory Criminal Record Check

## SKILLS AND EXPERIENCE

- Demonstrated leadership and staff supervision experience
- Demonstrated experience in customer service and the ability to lead teams to deliver consistent levels of customer service
- Passion and knowledge of the Orange Region regarding tourism related activities, events, services and products.
- Experience rostering staff over a 7-day week operation.
- Experience with stock control, sales and reconciliation experience. A background in retail or sales viewed favourably.
- Capacity to interact with all levels of staff and the public while delivering quality customer service and relationship management.
- Strong written and verbal communication skills.
- Sound organisational, planning, and problem-solving skills, including the ability to juggle multiple priorities at the one time.
- Team player with the ability to work independently.
- Ability to perform physical tasks as required, including the ability to coordinate and safely perform manual handling duties

## KEY ACCOUNTABILITIES/DUTIES

- Leadership of Tourism Officers in the Visitor Information Centre to foster a positive culture of service excellence
- Management of rostering to ensure VIC is able to meet its operational requirements
- Deliver exceptional Customer service via face-to-face, phone and online channels, for people seeking information about tourism in Orange
- Develop and maintain positive working relationships with staff, stakeholders, the community, and tourism industry to enhance the reputation of Orange.
- Monitor and manage risks associated with running a public venue, including undertake risk assessments and raising risks or issues in a timely manner.
- Maintenance of a high-quality physical environment for visitors, including compelling displays, useful information and a clean and accessible space
- Optimisation of Visitor Information Centre Retail offering, including sourcing new local products to stock, managing stock levels, highlighting local producers and generating profit to support the operations of the Centre
- Support the development of tourism communications and collateral, in conjunction with requirements from Orange360, and the Tourism Manager
- Provide ongoing data and reporting on performance of VIC
- Management of accreditation requirements and processes
- Contribute to the development, implementation and review of policies and procedures to ensure the VIC continues to meet community expectations.
- Comply with Council's Code of Conduct, relevant policies and procedures, values and behaviours, and work health and safety responsibilities, as amended from time to time.

Position Capabilities	
<p>The Orange City Council Capability Framework describes the core knowledge, skills and abilities expressed as behaviours, which set out clear expectations about performance in our council. The full information regarding these Capabilities is available <a href="#">here</a>. The focus capabilities for this position are:</p>	
Group	Capability
Personal Attributes	<p><b>Resilience and Adaptability - Demonstrates "Achieves it"</b>  <i>Express own views, persevere through challenges, and be flexible and willing to change.</i></p> <ul style="list-style-type: none"> <li>Adapts quickly to changed priorities and organisational settings</li> <li>Welcomes new ideas and ways of working</li> <li>Stays calm and focused in difficult situations</li> <li>Perseveres through challenges</li> <li>Offers own opinion and raises challenging issues</li> </ul>
Personal Attributes	<p><b>Manage Self - Coaches "Shares It"</b>  <i>Show drive and motivation, an awareness of strengths and weaknesses, and a commitment to learning.</i></p> <ul style="list-style-type: none"> <li>Initiates action on team/unit projects, issues and opportunities</li> <li>Accepts and tackles demanding goals with drive and commitment</li> <li>Seeks opportunities to apply and develop strengths and skills</li> <li>Examines and reflects on own performance</li> <li>Seeks and responds well to feedback and guidance</li> </ul>
Relationships	<p><b>Customer Focus - Demonstrates "Achieves it"</b>  <i>Commit to delivering customer focused services in line with strategic objectives.</i></p> <ul style="list-style-type: none"> <li>Identifies and responds quickly to customer needs</li> <li>Demonstrates a thorough knowledge of services provided</li> <li>Puts the customer and community at the heart of work activities</li> <li>Takes responsibility for resolving customer issues and needs</li> </ul>
Results	<p><b>Plan and Prioritise - Coaches "Shares it"</b>  <i>Plan and organise work in line with organisational goals, and adjust to changing priorities.</i></p> <ul style="list-style-type: none"> <li>Consults on and delivers team/unit goals and plans, with clear performance measures</li> <li>Takes into account organisational objectives when setting and reviewing team priorities and projects</li> <li>Scopes and manages projects effectively, including budgets, resources and timelines</li> <li>Manages risks effectively, minimising the impacts of variances from project plans</li> <li>Monitors progress, makes adjustments, and evaluates outcomes to inform future planning</li> </ul>
	<p><b>Problem Solving - Demonstrates "Achieves it"</b>  <i>Think, analyse and consider the broader context to develop practical solutions.</i></p> <ul style="list-style-type: none"> <li>Gathers and investigates information from a variety of sources</li> <li>Questions basic inconsistencies or gaps in information and raises to appropriate level</li> <li>Asks questions to get to the heart of the issue and define the problem clearly</li> <li>Analyses data and information to draw conclusions based on evidence</li> <li>Works with others to assess options and identify appropriate solutions</li> </ul>

**Information and Technology - Demonstrates "Achieves it"**

*Use technology and information to maximise efficiency and effectiveness.*

- Shows confidence in using core office software and other computer applications
- Makes effective use of records, information and knowledge management systems
- Supports the introduction of new technologies to improve efficiency and effectiveness

**Finance, Procurement and Contracts - Foundational "Does it"**

*Understand and apply procurement and financial processes to ensure effective purchasing and contract performance in line with legislation and policy.*

- Calculates and records financial information accurately
- Seeks approval from manager/supervisor for expenses and claims, as required by policies or guidelines
- Checks quotes and invoices for accuracy
- Checks that invoiced fees and charges match goods or services delivered and/or charge

**Corporate Values**

As a values-based organisation, Council demonstrates its values through workplace behaviours. These behaviours provide a framework for staff to model behaviour across the organisation. Underpinning the behaviours is the Orange City Council Code of Conduct. Council's corporate values are listed below:

- **Respect** – is honest and respectful towards others and works as part of a team.
- **Ownership** - takes responsibility for actions.
- **High Performance** - pursues performance excellence and continually looks for improvement.
- **Customer Focus** - demonstrates a customer focused approach towards internal and external customers.
- **Safety** - works safely, in accordance with Council's Work Health and Safety policy and procedures.
- **Diversity** – Champion a diverse and inclusive workplace
- **Leadership** – Council encourages all its employees to lead by example and role model our values. Leaders also need to ensure they provide constructive feedback and encourage high performance by coaching, developing, recognising and managing people effectively

**Work Health and Safety Responsibilities**

All employees are responsible for Work Health and Safety (WHS) for Orange City Council and their duties include:

- Complying with Council's WHS policies and procedures
- Working with due diligence and consideration to safeguard their own health and safety and the health and safety of others
- Reporting any potential hazards, incidents or injuries to their Supervisor and Human Resources within 48 hours
- Participating in any applicable WHS consultation arrangements
- Complying with any Return to Work Plan if injured and supporting rehabilitation in the workplace
- Correctly using all personal protective equipment
- Complying with emergency and evacuation procedures and site rules if applicable
- For Managers, Supervisors, Team Leaders or Gangers, you have additional WHS responsibilities as defined in the Orange City Council Work Health and Safety Management Policy (OP 84)

General	
	<ul style="list-style-type: none"> <li>• The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required.</li> <li>• Local Government (State) Award conditions apply to all entitlements.</li> <li>• The Position Description links to the overall organisational Delivery/Operational Plan which ties into an employees' key performance indicators (KPIs) as part of their annual performance review.</li> <li>• Position descriptions may be amended from time to time in accordance with business needs and in consultation with the incumbent of the position.</li> </ul>

*I acknowledge that I have read and understood the duties, responsibilities and delegations of the position as outlined in the above Position Description*

<b>Name of Employee</b>	
<b>Signature of Employee</b>	
<b>Date</b>	