



# HOWICK AND PAKURANGA COMMUNITY HOUSES INC.

HIGHLAND PARK & ANCHORAGE PARK COMMUNITY HOUSES

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TITLE
<p><b>SERVICE DELIVERY CO-ORDINATOR: ANCHORAGE PARK COMMUNITY HOUSE</b></p>

PURPOSE OF THE JOB
<p>Community Houses provide programmes, services and facilities for health, welfare, educational, cultural, social support services and other community purposes. Through these they provide services for the benefit of individuals, families and groups in the local community.</p> <p>Community Houses contribute to building strong and healthy communities where:</p> <ul style="list-style-type: none"> <li>• There is a sense of community ownership and belonging.</li> <li>• Communities are connected and well networked.</li> <li>• Activities are provided that are responsive to community needs.</li> <li>• All people have an equal opportunity to be involved in running and participating in community activities.</li> </ul> <p>The Service Delivery Co-Ordinator at Anchorage Park works in liaison with the Community House Manager and the role encompasses the following major functions or Key Areas.</p>

DAILY OPERATIONS	EXPECTED OUTCOMES
<p><b>1. Day to Day Operations</b></p>	<ul style="list-style-type: none"> <li>• Ensuring daily operations of the Community House are managed to a high standard. This would also involve some light cleaning of the AP Community House to maintain its interior condition.</li> <li>• Programmes, room hire services and activities are planned and co-ordinated to maximise the use of the Community House, and the House is accessible to a range of Community Groups.</li> <li>• Accurate booking and accounting records for all operations and activities within the House are maintained and reported.</li> <li>• Surveys and Marketing Plans are planned with the Houses Manager and are completed in liaison with the local communities and in line with their respective statutory timeframes.</li> </ul>





4.4 Be knowledgeable about the local Community and the resources available.

### **5.0 Financial Management**

5.1 Ensure all cash handling procedures are followed in accordance with the HPCH guidelines.

5.2 Manage day to day expenditure

5.3 Assist the HPCH Board and the Houses Manager by effectively managing the financial budget within agreed limits and delegated authority.

5.4 Identify alternative sources of funding, and assist the HPCH Board with applications and reporting requirements.

### **6.0 Facilities Management Co-Ordination**

6.1 Ensure the effective co-ordination under the management of the Houses Manager of the community house and its resources in a sole charge environment.

6.2 Maintain the presentation of facility and equipment at a high standard.

6.3 Ensure that all security, legislative, and Health and Safety requirements of the Community House are maintained and reported in accordance with Council and HPCH Board policies.

- Community groups and individuals are assisted to access information, support and resources.
- Accurate financial day to day records and receipts are maintained in accordance with HPCH Board including cash handling procedures, and all House funds are accurately accounted for and reported on.
- Financial accountabilities are managed and reported within agreed targets and authorised limits.
- Financial Reports are produced monthly for the Board by the bookkeeper.
- External resources are identified, and the HPCH Board is supported to access them.
- All House User contracts are in place, and users understand and comply with all listed requirements.
- House Users are satisfied with service provided, as measured by annual surveys and customer feedback.
- The House is welcoming, clean, well maintained and presented. Prompt action is to be taken to resolve maintenance issues.
- All Improvements to be implemented in a timely manner.
- All Health and Safety requirements must be proactively managed. All incidents are to be followed up in a timely and appropriate manner.



<b>COMPETENCIES</b>	
<b>Service Excellence</b>	<p>A person demonstrating this competency:</p> <ul style="list-style-type: none"> <li>• Develops and maintains excellent service relationships with people throughout the area (including colleagues), and seamlessly balances the need to show care and respect for individuals and groups (on their terms) with the need to achieve sustainable outcomes for the good of the community.</li> </ul>
<b>Working Together</b>	<p>A person demonstrating this competency:</p> <ul style="list-style-type: none"> <li>• acknowledges people and the value of their contribution to work,</li> <li>• makes their own contribution to work and to the work of colleagues in a manner that is relevant to the bigger picture, and</li> <li>• commands respect from others for their commitment to constructive and co-operative relationships</li> </ul>
<b>Personal Effectiveness</b>	<p>A person demonstrating this competency:</p> <ul style="list-style-type: none"> <li>• takes responsibility for getting things done in ways that balance competing needs.</li> </ul>
<b>Treaty of Waitangi</b>	<p>A person demonstrating this competency</p> <ul style="list-style-type: none"> <li>• Recognises the importance of Council's Te Tiriti o Waitangi Charter and Strategic Plan Te Tiriti o Waitangi and applies these principles to work practices.</li> </ul>
<b>Community Awareness</b>	<p>A person demonstrating this competency</p> <ul style="list-style-type: none"> <li>• Bases decisions and actions on a thorough understanding of the character and culture of the community.</li> </ul>



<b>Planning and Organising</b>	<ul style="list-style-type: none"> <li>Plans activities and events in order to accomplish a particular goal.</li> <li>Sets priorities, allows appropriate time for work to be achieved and can see the relationships and time sequences between events.</li> </ul>
<b>Administrative Efficiency</b>	<ul style="list-style-type: none"> <li>Successfully operates administrative systems and functions in an efficient and accurate manner.</li> <li>Understands the need for attention to detail, can prioritise workload and use systems and resources appropriately.</li> </ul>
<b>Health &amp; Safety</b>	<ul style="list-style-type: none"> <li>Understands the principles of working on a healthy and safe environment.</li> <li>Ensures health and safety systems are followed.</li> <li>Takes active steps to ensure their own wellbeing and the wellness of others.</li> </ul>

<b>PERSON SPECIFICATION</b>		
	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>Computer Skills, intermediate level - comfortable using Word, Excel, Outlook, PowerPoint, Microsoft Calendar, and social media.</li> </ul>	<ul style="list-style-type: none"> <li>Current First Aid Certificate</li> </ul>
<b>KNOWLEDGE AND EXPERIENCE</b>	<ul style="list-style-type: none"> <li>Experience of management of people or facilities</li> <li>Relevant customer service and administrative experience</li> <li>Experience of community</li> </ul>	<ul style="list-style-type: none"> <li>A minimum of two years experience working in a community organisation.</li> <li>Experience of management of facilities in a sole charge environment.</li> </ul>



	<p>organisations or voluntary community work</p> <ul style="list-style-type: none"><li>• Experience of planning and organising activities and or events</li></ul>	<ul style="list-style-type: none"><li>• HASE (Health and Safety in Employment)</li></ul>
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**DISCLAIMER**

The content of this document is intended to describe the general nature and level of work being performed by incumbents in the assigned job. They do not constitute an exhaustive list of all responsibilities and duties, or skills required of the incumbent. From time to time, incumbents may be required to perform duties outside of their normal responsibilities as needed.