Position Description

Kiosk Attendant	
Position Code	To be determined
Classification/Grade/Band	Local Government (State) Award 2026 Band 1, Level 2 (Grade 2)
Reports to	Recreation Facilities Supervisor
Location	Bingara and Warialda
Content Manager Reference	
Direct Reports	Nil
Budget (Operating and Capital expenditure)	Nil

Overview of Gwydir Shire Council

Located on the Fossickers Way between the New England and Northwest regions of NSW, the Gwydir Shire encompassing a diverse landscape that is both picturesque and productive. With affordable housing, a strong sense of community and diverse leisure and recreation activities, the Shire offers an idyllic and fulfilling lifestyle. Bingara and Warialda are the main towns in the Shire.

The Gwydir Shire Council prides itself on being an award-winning organisation that supports it community through the provision of high-quality services. Council offers employees a rewarding career that allows staff to make a positive impact in the communities in which they live; and provides exciting opportunities to explore and suture career avenues within the organisation. Council strongly supports a flexible-family work environment.

Gwydir's Vision

Councils vision is to be a recognised leader in Local Government through continuous learning and sustainability. Council embraces this mantra by ensuring all staff have access to training and education, to reach their full potential.

Gwydir's Mission

To ensure that the Council's long-term role is viable and sustainable by meeting the needs of our residents in a responsible and caring way, attract sustainable development while maintaining the traditional rural values, character, and culture of our people.

Child Safety Commitment Statement

Gwydir Shire Council is committed to the safety, wellbeing and empowerment of all children and young people throughout the Shire, including Indigenous children, those from culturally and linguistically diverse backgrounds and children and young with disabilities.

All Gwydir Shire Council staff, volunteers and other partners have a zero-tolerance approach to any form of child abuse in both the physical, psychological, and online environments. We support the rights of children and young people, and we will act immediately and accordingly to ensure an environment is maintained where they feel safe, respected, valued, and always empowered.

We know that being a leading child safe organisation is about more than having the right policies and procedures in place. It requires conscious actions and proactive behaviours to protect children from harm. It means creating a culture of safety that extends from participation and education through to ensuring all members of our organisation feel safe and secure in reporting inappropriate behaviour.

It is essential that everyone at Gwydir Shire Council understand the important responsibilities they have in relation to child safety, and we are committed to educating our elected members, employees, volunteers, contractors, consultants, other partners, and the wider community in the regard.

We want children to have a voice and know that their views are listened to and respected and that they are given opportunities to contribute. Together we can provide an environment where children feel safe, respected, valued, and encouraged to reach their full potential.

Primary purpose of the position

This position is responsible for delivering the highest level of customer service to patrons to ensure the kiosk operates effectively and efficiently, by filling food and beverage orders, and the handling of cash associated with pool admission and kiosk sales.

Department and Branch Description

Forming part of the Sustainability, Land, and Compliance Department, the Business and Strategy Directorate, is responsible for planning, environment, business improvement, records and information management, WHS and risk, contract administration and economic development.

Key accountabilities

Within the area of responsibility, this role is required to:

- Operate the kiosk and serve customers by preparing and/or serving food, refreshments and other items.
- Perform day to day stocktaking and ensure that stock is replenished before it runs out.
- Contribute to the overall smooth operation of the facility.
- Provide information to public on pool activities.
- Implement WHS procedures in relation to all relevant areas of responsibility and maintain a clean and safe workplace.
- Maintain and clean the pools and surrounding areas to established standards.

- Interact with patrons in a positive and customer focused way.
- Communicate in an effective and timely manner with Recreation Facilities Supervisor and other staff.
- Conduct basic water testing.
- Undertake opening and closing procedures as required.
- Perform duties as directed by Recreation Facilities Supervisor.

All positions in Council involve multi-skilling and consequently the interchange of duties may be required for the effective operation of the department. The duties described above are indicative of the primary duties that a person appointed to the position would be expected to perform and should not be regarded as the sole duties applicable to the position. Other duties may be assigned in accordance with skills, experience, and training.

Selection Criteria

Essential

- Current Working with Children Check clearance and verification
- Communication and teamwork skills
- Initiative and ability to work with minimum supervision
- Knowledge and understanding with a commitment to implement WH&S principles.
- Time management and organisational skills
- Basic Food Handler Certificate

Desirable

- Current First Aid and CPR certificate
- An understanding of swimming pool operations would be highly regarded

Common requirements of the position

- Willingness to have Council conduct a Criminal History Check.
- Agree to undertake a medical assessment by Council's nominated medical practitioner if required and to be medically fit to undertake the full requirements of the position.
- Manage projects in accordance with corporate standards.
- Willingness to work flexible hours to meet the requirements of the position.
- Behaviour in accordance with Council's policies and the Code of Conduct.
- Report environment issues that may become evident when carrying out the position duties.

Qualifications

- Basic Food Handler Certificate

Capabilities for the position

The Local Government Capability Framework describes the core knowledge, skills and abilities expressed as behaviours, which set out clear expectations about performance in local government: "how we do things around here." It builds on organisational values and creates a common sense of purpose for elected members and all levels of the workforce. The Local Government Capability Framework is available at http://capability.lgnsw.org.au

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities.

Local Government Capability Framework		
Capability Group	**Capability Name**	**Level**
 **Personal attributes**	**Manage Self**	**Intermediate**
	Display Resilience and Adaptability	Foundational
	Act with Integrity	Foundational
	Demonstrate Accountability	Foundational
 **Relationships**	Communicate and Engage	Foundational
	Community and Customer Focus	**Foundational**
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
 **Results**	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Create and Innovate	Foundational
	Deliver Results	**Intermediate**
 **Resources**	Finance	Foundational
	Assets and Tools	**Foundational**
	Technology and Information	Foundational
	Procurement and Contracts	Foundational

Focus capabilities.

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least at satisfactory level for a candidate to be suitable for appointment.

Local Government Capability Framework		
Group and capability	**Level**	**Behavioural indicators**
Personal Attributes Manage Self	Intermediate	• Understands what needs to be done and steps up to do it • Pursues own and team goals with drive and commitment • Shows awareness of own strengths and weaknesses • Asks for feedback from colleagues and stakeholders • Makes the most of opportunities to learn and apply new skills
Relationships Community and Customer Focus	Foundational	• Shows awareness that he/she is working for the community • Shows respect, courtesy and fairness when interacting with customers and members of the community • Listens and asks questions to understand customer/community needs • Informs customers of progress and checks their needs are being met
Results Deliver Results	Intermediate	• Takes the initiative to progress own and team work tasks • Contributes to the allocation of responsibilities and resources to achieve team/project goals • Consistently delivers high quality work with minimal supervision • Consistently delivers key work outputs on time and on budget
Resources Assets and Tools	Foundational	• Uses core work tools and equipment effectively • Takes care of work tools, equipment, accommodation and community assets

Prepared By	Human Resources
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