

Role Description - SV049

Casual Program Supervisor

Role Title	Casual Program Supervisor
	Satellite Sports Facilities; Archery Centre, Tom Wills Community Oval, Armory Martial Arts Centre, Armory Leisure Playing Fields and Wilson Park Stadium
Division/Branch/Unit	Sports Venues
Classification/Grade/Band	Level C Sydney Olympic Park Authority Managed Sports Venues Award 2014
Date of Approval	18 September 2015

Organisational Overview

Sydney Olympic Park Authority is the NSW Government's statutory authority established to lead the sustainable management and development of Sydney Olympic Park – consistent with legislative objects and functions outlined in the Sydney Olympic Park Authority Act 2001 and the priorities listed in NSW 2021 – the plan to make NSW number one.

Sydney Olympic Park is 640 hectares in size of which over 500 hectares are public spaces, places and parklands. Officially designated as a suburb in 2009, Sydney Olympic Park is one of the fastest growing localities in Sydney and a prime destination for sporting, entertainment and cultural activities. Our vision is that Sydney Olympic Park is an internationally recognised place with world-class events, venues, parklands and a great place to live and work, built on its Olympic legacy in a sustainable way.

The executive, management, and staff of Sydney Olympic Park Authority are members of a dynamic, success-focussed team which has Sydney Olympic Park progressively achieving its three concurrent roles as:

1. Sydney's premier major events destination;
2. World class regional parklands; and
3. An emerging new suburb of residents, workers and students in the heart of Sydney.

Sydney Olympic Park Authority is comprised of two core divisions - Operations & Sustainability and Commercial & Corporate - which are each headed by a General Manager who reports directly to the Chief Executive Officer. There are also two specialist corporate units - Marketing and Communications & Community Engagement - which are each headed by an Executive Manager who reports directly to the Chief Executive Officer.

Sydney Olympic Park Authority is part of the Department of Premier and Cabinet cluster, within the Office of Sport.

The Sports Venues, which are part of the Commercial and Corporate Division, are led by an Executive Manager, and comprise the Aquatic Centre, Athletic Centre, Archery Centre, Sports Centre, Hockey Centre, Sports Halls and Wilson Park Stadium. These major community facilities provide recreation and leisure activities, and a range of program offerings.

The venues also provide elite and high performance athlete training facilities as well as hosting major and amateur sporting competitions, and school carnivals.

The venues also host a number of commercial events such as dinners, concerts and seminars.

Primary Purpose of the Role

Responsible for the effective and efficient supervision of operations of the Satellite Sports Facilities. This will include coordinating venue operations and client requirements, staff supervision, marketing and business development strategies, high levels of customer service, liaising with contractors and stakeholders and consistently maintaining high level venue presentation. The position, in conjunction with the Centre Manager is major contributor to the financial performance and business development of the Satellite Sports Facilities.

Key Accountabilities

- Liaise with venue clients, stakeholders and tenants, implementing and monitoring policies and procedures, supporting marketing initiatives and exhibiting the highest standards of operations and customer service.
- Ensure the Satellite Sports Facilities operates as efficiently and cost effectively as possible including whilst filling Duty Supervisor shifts as required
- Accountable for the effective monitoring and management of client financial and booking status and administration in conjunction with the Venue Supervisor.
- Oversee the supervision and operations of venue hirers including monitoring staff, deployment and redeployment, assisting the recruitment of appropriate and suitably qualified subordinate staff in line with recruitment procedures.
- Be aware of SOPAC's record management policy and SOPAC's Integrated Management System, creating and filing records of business activity as required and monitor venue security and asset control.
- Participate in the operations and development of Sydney Olympic Park Sports Venues and undertake projects and tasks to support the operations of the Work Area.
- Compliance with administration and organisational policies and procedures and legislative requirements, including WHS, Information Security and EEO.

Key Challenges

- To maintain high standard of customer service and program / event delivery
- To deliver and manage the competing needs of stakeholders and venue hirers / customers
- To address problem solving requirements and judgement in operational resource allocation.

Key Relationships

Who	Why
Internal	
Centre Manager	Directly report and discuss venue and program performance and business goals
Venue Supervisor	Coordinated implementation of a relevant policies and procedures, sharing resources and team / operational development.
Venue Coordinator	Provide leadership, direction and guidance. Seek information / feedback to ensure accuracy in implementation and consistency.
Casual Archery Attendant	Provide leadership, direction and guidance. Seek information / feedback to ensure accuracy in implementation and consistency.
External	
General Public / Program Participants	Engage, consult and promote Satellite Venues Facilities, liaise on requirements, booking provision processing, oversee the implementation and coordination of patrons onsite.
Tenants	Maintain agreements in place and ensure operational harmony
Contractors	Good and service delivery
Sporting Organisations International, National, State and local	Consult on facility usage, plan and deliver bookings / events, provide advise and strengthen industry network.
School, tertiary organisation	Consult on facility usage, plan and deliver bookings / events, provide advise and strengthen industry network.
Private and commercial organisations	Engage, consult and promote Satellite Venues Facilities, liaise on requirements, booking provision processing, oversee the implementation and coordination of organisations onsite.

Role Dimensions

Decision making

This role is will be required to use a significant level of judgement in the following:

- Routine day to day decisions
- Ensuring the safety of all participants
- Resolve any issues on shift

This role is responsible for routine day to day decisions; matters of a more complex nature are referred to the Centre Manager – Satellite Sports Facilities

Decision making is made in accordance with the Centre's Conditions of Entry and existing policies and procedures.

Reporting Line

Centre Manager – Satellite Sports Facilities

Direct Reports

Operational supervision

Budget/Expenditure

Not Applicable

Knowledge, Skills and Experience

- Appropriate tertiary qualifications in recreation, human movement, sport, business management, marketing or allied discipline or considerable relevant experience.
- Senior First Aid Certificate or willingness to attain within 3 months of employment.
- Advanced Resuscitation Certificate or willingness to attain within 3 months of employment.
- Knowledge and ability to identify, initiate, plan and co-ordinate a range of sporting programmes and associated activities.
- Knowledge of financial management procedures with experience in cash handling coordination / reconciliation and strong computer literacy.
- Knowledge & commitment to Equal Employment Opportunity principles (EEO) and Workplace Health & Safety (WH&S).
- Experience in marketing, business development and strong communication skills.
- Staff management experience including supervising staff performance, communications, leadership and reporting
- Ability to communicate efficiently with a broad range of stakeholders including staff, contractors and venue clients / patrons, providing a high level of customer service
- Ability to work productively and efficiently on various tasks with limited or indirect supervision.
- Experience in the delivery of sporting or recreational events of state or national significance.

Other requirements

- The position involves face-to-face contact with children in a child-related sector. The incumbent will have a current Working With Children Check
- The incumbent, on an ongoing basis, must maintain all pre-requisite qualifications.

Capabilities for the Role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

Capability summary

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

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Foundational
	Act with Integrity	Foundational
	Manage Self	Foundational
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	Foundational
 Results	Deliver Results	Intermediate
	Plan and Prioritise	Foundational
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Foundational
 Business Enablers	Finance	Foundational
	Technology	Foundational
	Procurement and Contract Management	Foundational
	Project Management	Foundational

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework		
Group and Capability	Level	Behavioural Indicators
Personal Attributes Act with Integrity	Foundational	<ul style="list-style-type: none"> Behave in an honest, ethical and professional way Take opportunities to clarify understanding of ethical behaviour requirements Identify and follow legislation, rules, policies, guidelines and codes of conduct that apply to your role Speak out against misconduct, illegal and inappropriate behaviour Report apparent conflicts of interest
Relationships Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> Support a culture of quality customer service in the organisation Demonstrate a thorough knowledge of the services provided and relay to customers Identify and respond quickly to customer needs Consider customer service requirements and develop solutions to meet needs Resolve complex customer issues and needs Co-operate across work areas to improve outcomes for customers
Results Think and Solve Problems	Intermediate	<ul style="list-style-type: none"> Research and analyse information and make recommendations based on relevant evidence Identify issues that may hinder completion of tasks and find appropriate solutions Be willing to seek out input from others and share own ideas to achieve best outcomes Identify ways to improve systems or processes which are used by the team/unit
Business Enablers Project Management	Foundational	<ul style="list-style-type: none"> Plan and deliver tasks in line with agreed schedules Check progress against schedules, and seek help to overcome barriers Participate in planning and provide feedback about improvements to schedules