

POSITION DESCRIPTION



1. POSITION DETAILS

Position Title:	Operations Coordinator
Division:	City Life
Unit:	Social Programs & Services
Management Level:	Supervisor/Team Leader

2. ORGANISATIONAL RELATIONSHIPS

Position Title of Supervisor:

City Spaces, Centre Manager

Titles of Positions which report to are:

Recreation Officers.
Casual Recreation Officers

Contractors for which this position is responsible:

Contractors may report to this position on a day to day basis as required.

3. PRIMARY PURPOSE OF POSITION

The primary purpose of the position is to provide leadership and manage the provision of community programs efficiently, effectively and to a high quality.

The position oversees the management and supervision of the daily activities and operation of the Centre.

4. POSITION OBJECTIVES

The major objectives to be achieved by the Operations Coordinator are;

- To be held accountable for working conditions under the control of the position and for detecting any unsafe or unhealthy conditions or behaviour and to take immediate steps to investigate and rectify any risks to health, safety and welfare arising from any activity.
- The effective management of staff, contractors and resources.
- The planning and delivery, in conjunction with individuals, groups and organisations in the community, of effective and relevant social, educational and recreational programs.
- Setting and monitoring service standards.
- Ensuring safe and efficient day to day operations according to council standards.
- Actively attract new customers with targeted advertisements that reflect positively on the City of Sydney.

5. POSITION ACCOUNTABILITIES

- Have an understanding of community needs in order to manage, develop and promote social sporting competitions, community programs and events that provide City residents and workers with improved health and social wellbeing.
- Lead a team of customer service focused Recreation Officers responsible for tasks including; bookings and venue hire, program planning, delivery and evaluation, cash handling, and membership sales and services. Day to day management of staff, including workforce management, professional development, training and induction as required.
- Manage day to day facility operations including; ensuring the centre is safe, clean and meets regulatory and statutory requirements for licencing and operations, development of operating policies and procedures, and liaison with contractors as required.
- Assist in the preparation of budgets and management of finance through; monitoring financial expenditure and revenue in line with forecast targets and ensuring purchasing is in line with budget and Procurement Policy.
- Research, plan, and oversee the implementation of innovative and creative programs and services that contribute to the achievement of the City's strategic aims and meet community needs.
- Oversee the management, development and promotion of a range of social and sporting programs, events and competitions including; preparation of plans, financial and workforce management to ensure City residents and workers achieve improved health and wellbeing outcomes.
- Establish and maintain effective networks and partnerships.
- Maintain high levels of self-motivation, work unsupervised and exercise sound judgement; motivating others involved with specific projects.
- Undertake a range of administrative duties, as required or requested by the Centre Manager or Area Manager.
- Comply with and keep abreast of any relevant legislation applicable to the performance of the duties of this position.
- This position has been identified as "child related employment" under the Commission for Children and Young People Act 1998. Relevant criminal record and apprehended violence order checks and probity checks including relevant disciplinary proceedings will be conducted to ensure the suitability of recommended applicants.

It is an offence under the NSW Child Protection (Prohibited Employment) Act 1998 for a prohibited person to be employed in this position. A prohibited person is someone who has been convicted of a serious sex offence. Incumbents to this position will be required to make a disclosure as to whether they are or are not a prohibited person.

6. LEADERSHIP AND MANAGEMENT CAPABILITIES

- Operates Strategically – Ensures the team understands the strategy and in collaboration with team members sets performance objectives that show how each staff member contributes to the strategy.
- Develops People and Culture – Provides each staff member with guidance, development opportunities and feedback that drives high performance and reinforces our values.
- Drives Results – Establishes SMART goals for the team and individuals. Clarifies responsibilities and builds ownership by regularly monitoring team and individual progress. Sets high standards for operating ethically and efficiently and takes early corrective action when required.
- Displays Awareness of Self and Others – Keeps control of own emotions and seeks to understand others before responding. Demonstrates genuine empathy. Adapts well to change and stays calm under pressure.
- Cultivates Productive Relationships – Earns trust by being authentic. Demonstrates respect for each colleague, partner and or stakeholder by recognising the benefits of diverse ideas and approaches.
- Manages Effectively – Finance and Resource Management; Procurement and Contract Management; Risk Management and Compliance; Technology and Information Management; Project Management.

7. WORK, HEALTH & SAFETY RESPONSIBILITIES

Supervisors/Team Leaders are responsible for the health and safety of all persons under their direction. As such they are responsible for assisting their managers in implementing the WHS Policy and Safety Management System (SMS) by:

- Inducting all new and transferred workers
- Implementing risk management activities
- Stopping work in circumstances that are deemed an immediate risk to health and safety until a satisfactory solution is agreed/implemented
- Actively promoting consultation, WHS training and access to information to ensure safe work procedures are understood and followed
- Managing, implementing and advising workers when changes have been made in the workplace (i.e. systems of work, risk assessments)
- Reporting hazards and any work-related injuries/illness as soon as practicable; taking reasonable care; and taking immediate steps to investigate and rectify any risk to health, safety and welfare.

A full list of WHS responsibilities and accountabilities are available within the City's SMS document; Responsibility, Authority and Accountability (RAA) Matrix.

8. AUTHORITY TO ACT

- The incumbent has the authority to take any reasonable steps to ensure that the smooth flow of operations is maintained providing the actions are consistent with the responsibilities of the position and subject to any limitations, corporate policies, procedures or safe work method statements.
- All personnel have the power to stop work in circumstances that are deemed an immediate risk to health and safety until a satisfactory resolution is agreed / implemented. Such circumstances may include life threatening situations or those that could result in loss of limb or other significant lost time injury.

9. SELECTION CRITERIA

Essential Criteria

- Tertiary qualification and/or demonstrated equivalent experience and capabilities in, community or social services, recreation and leisure, health, business or allied discipline.
- Knowledge and experience of working in an integrated community facility including the ability to apply a community development framework.
- Proven ability to manage the planning, delivery, monitoring and evaluation of community programs and services in partnership with community stakeholders that address the community's needs.
- Experience supervising and leading staff in a wide range of customer service, administrative and program planning duties commensurate to the operation of a Community Recreation Centre and associated programs.
- Ability to work autonomously and successfully manage a wide scope of work priorities.
- Ability to drive results and motivate a team of customer service focused staff including casuals, contractors and volunteers.
- Demonstrated interpersonal skills, including the ability to communicate effectively, orally and in writing with all levels of staff and the community.
- Ability to build strong relationships and work effectively with a culturally and professionally diverse range of customers, organisations and co-workers.
- Availability and flexibility to work an even spread of hours over operational times including opening, closing and weekend shifts.
- Current First Aid Certificate or willingness to undertake relevant training.
- Demonstrate a commitment to Equal Employment Opportunity, Work, Health and Safety and Cultural Diversity principles.
- Completed or willing to complete Certificate IV in Frontline Management or equivalent

Desirable Criteria

- Management experience including maintaining information systems, financial and budget management and the ability to develop Centre policies and procedures.
- Qualifications in Health and Fitness (Certificate 3 in Fitness minimum) and/or current Fitness Professional Certification with Fitness Australia or Physical Activity Australia.
- Experience with bookings management systems (including Centaman) and finance systems.