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| POSITION TITLE | Sport and Recreation Officer |
| AWARD AND CLASSIFICATION | Wodonga City Council Enterprise Agreement 2024 to 2027 Band 6 |
| DIRECTORATE | Corporate & Community |
| BUSINESS UNIT | Sport and Recreation |
| REPORTS TO | Team Leader Sport and Recreation |
| SUPERVISES | Nil |
| EMPLOYMENT STATUS | |
| DATE | |
| EMPLOYEE NAME | |

ORGANISATIONAL CONTEXT

Wodonga Council’s vision for the city is to be seen as a ‘progressive, well-planned city that is affordable, offers an abundance of opportunities and is led by strong, empathetic stewardship’. This vision will support us to realise our mission ‘to strengthen the community in all that we do’.

POSITION OBJECTIVES

The Sport and Recreation Officer will develop and implement inclusive and quality planning, infrastructure projects, facility management and programs which reflect the priorities of the council’s strategies relating to participation in sport, leisure, fitness and physical activity across the community. This position will also focus on the role of physical activity in preventive health across the Wodonga community with the aim of creating improved and equitable health outcomes.

This position will participate in the development and implementation of recreation and open space policies, strategies and programs and implement processes that facilitate community activation and participation.

ACCOUNTABILITY AND EXTENT OF AUTHORITY, INCLUDING DUTIES

This position will be responsible for the implementation and success of the following key responsibilities and

our values

TRUST - RESPECT - INTEGRITY - LEARNING

our mission

WE WILL STRENGTHEN THE COMMUNITY IN ALL THAT WE DO

duties.

Research, planning, policy and advice

- Under the direction of the Manager and Team Leader, implement key recommendations and priorities of the Wodonga Sport and Recreation Plan, Physical Activity Strategy, Playground Strategy;
- Under the direction of the Manager and Team Leader Sport and Recreation prepare new and review existing recreation strategies, plans, policies and guidelines;
- Provide input and advice to council plans and strategies including growth area plans and subdivision plans relating to recreation, leisure and open space outcomes;
- Identify, develop and implement a wide range of integrated projects that promote and encourage inclusiveness, behavior change and health and well-being across the community;
- Develop and implement initiatives and processes to address key recreation barriers, including service gaps, new opportunities, and participation of females, juniors, culturally and linguistically diverse (CALD) communities and residents with a disability;
- Work with community, recreation and leisure service providers, local sporting league associations and peak bodies to identify local recreation needs;
- Identify, develop and implement a wide range of facility governance structures that promote and encourage participation, sports sustainability, inclusiveness, and community health and wellbeing;
- Collect and analyse data on levels of participation and trends in sport and physical activity pursuits to support council strategies and initiatives; and
- Identify sport, recreation and leisure issues and opportunities across the city and develop a response to manage and resolve.

Project management

- Under direction of the Manager and Team Leader Sport and Recreation undertake the timely completion of sport recreation and leisure capital works projects and where applicable to sporting reserves, effectively manage the impact that the works have upon the community in particular the activities of the sporting groups and associations.

Administration

- Assist the delivery of recreational contract services for the city through facility planning, capital project identification and delivery, and provision of industry best practice information;
- Assist the Manager and Team Leader in the implementation of operations and asset management requirements for recreation and leisure services in the city;
- Effectively administer the acquittal of funds from external funding grants provided for sport and recreation projects within Wodonga;
- Assist in the delivery of the annual playground renewal and high risk budgets and in responding to all community playground inquiries;
- Provide effective provision, allocation, access and use by the community of the council's sporting grounds and facilities;
- Ensure compliance with guidelines to ensure the health and safety of all members of the public using recreational or sporting facilities;
- Participate in the identification of appropriate funding and grant opportunities to support the council and community initiatives;
- Prepare funding submissions to a range of government authorities;
- Effectively administer the acquittal of funds from external funding grants provided for sport and recreation projects within Wodonga;
- Coordinate the delivery of tenancy agreements and inspections for recreation and leisure facilities;
- Maintain an accurate record of all administration systems and procedures relating to areas of responsibility;

- Facilitate the procurement of goods and services as directed by the Manager and Team Leader Sport and Recreation in accordance with Wodonga Council procurement guidelines;
- Work in partnership with other council units to plan, develop and implement infrastructure projects, programs, services and events, which enhance opportunities for residents and visitors to participate; and
- Work co-operatively with the Manager and Team Leader Sport and Recreation to ensure all requirements of the unit are met.

Government, community, communication and engagement

- Develop partnerships and networks with a variety of local, state and national organisations to share information, resources and develop models of best practice to enhance the inclusion and participation of people within the community; and
- Represent the council at various activities, forums and programs as required.

Accountability and extent of authority

- Freedom to act in this role is subject to clear objectives, budgets, regulations and policies and regular supervision from the Manager Sport and Team Leader and Recreation; and
- The Sport and Recreation Officer will have formal input into policy development within their area of expertise.

COUNCIL EMPLOYEE VALUES AND BEHAVIOURS

You are expected to demonstrate the values in your everyday work and your interactions with colleagues and the community.

Trust Talk straight – Say what you mean and mean what you say

 Create transparency – Do not withhold information unnecessarily or inappropriately

 Right wrongs

 Practice accountability – Take responsibility for results without excuses

 Extend trust – Show a willingness to trust others, even when it involves a measure of risk

Respect Treat other people with courtesy, politeness and kindness, no matter what their position or opinion

 Listen first – Seek to understand others before trying to diagnose, influence or prescribe

Integrity Tell the truth in an appropriate and helpful manner that does not compromise the organisation’s objectives and values

 Keep confidences

 Do what you say you will do to the best of your ability

 Be open about mistakes

 Speak of those that are absent only in a positive way

Learning Work together and learn from each other

Continuously improve and innovate

Be open to change

There is a high degree of responsibility for results – delivery without excuses

CAPABILITIES AND BEHAVIOURS

Demonstrate competency in each of the 7 capabilities of an Officer, according to the People and Performance Framework in Attachment 1, and practice the corresponding behaviours indicated for each capability.

JUDGEMENT AND DECISION-MAKING SKILLS

- Be organised and prioritise daily and weekly activities.
- Determine appropriate action, perform tasks according to established practices and procedures and escalate issues appropriately.
- The role of Sport and Recreation Officer is specialised, with methods, procedures and processes developed from theory or precedent;
- The Sport and Recreation Officer will be responsible for utilising their experience to improve upon existing, and develop, new methods, techniques and processes to undertake the responsibilities of the position;
- Problem solving in this position will involve applying techniques to new situations; and
- Guidance and advice is usually available.

SPECIALIST KNOWLEDGE AND SKILLS

- Sound knowledge of community recreation needs;
- Thorough understanding of recreation strategies and policies used to develop program plans and implement activities;
- Sound understanding of the long-term goals of the sport and recreation unit and an understanding and appreciation of the council's corporate and organisational goals;
- The ability to integrate the sport and recreation unit with other council business units to ensure the effectiveness of the service;
- The ability to undertake project budgeting techniques;
- The ability to provide effective representation and to develop confidence and self-reliance in members of the community and committees of management; and
- The ability to liaise with colleagues and members of the public to troubleshoot and conciliate on issues affecting recreation.

MANAGEMENT SKILLS

- Good time management and the ability to prioritise tasks.
- Meet deadlines, as discussed with the supervisor.
- Receive and follow directions from a supervisor and seek workload management support when required.
- Be honest and transparent in all dealings, and report suspected fraud or corruption.
- Understand risk and consider it when performing work

- Take care of own safety and wellbeing and that of other staff, and follow OHS procedures.
- Report hazards, risks and behaviours that may not comply with organisational or legislative requirements.
- Manage own time effectively, and work to deadlines.
- Maintain personal hygiene and meet dress standards set for the position, including to wear any uniform and use any personal protective equipment prescribed for the position and particular work duties.
- Ability to manage own time, set priorities and plan and organise one's own work to achieve specific and set objectives in the most efficient way possible, within the resources available and within a set timetable;
- Basic knowledge of and ability to implement personnel practices relevant to the supervision of employees such as equal employment opportunity, OH&S and training and development; and
- Sound project and contract management skills.

INTERPERSONAL SKILLS

- Work cooperatively as part of a team.
- Maintain confidentiality as required.
- Document work according to established practices.
- Communicate effectively with other employees and external stakeholders.
- Gain cooperation and assistance from others (including other employees).
- Developed verbal communication skills to communicate with clients, members of the public, and other employees, and enable the resolution of moderately complex problems;
- Developed written communication skills to communicate with clients, members of the public, and other employees, and enable the writing of reports in field of expertise and the preparation of external correspondence;
- Ability to gain co-operation and assistance from clients, the public and other employees in the administration of defined activities; and
- Ability to liaise with counterparts in other organisations to discuss specialist matters, and with other employees outside the work unit to resolve intra-organisational problems.

INFORMATION TECHNOLOGY SKILLS

Be computer literate and have the ability to quickly learn and adopt software programs used by the organization relevant to the position.

CUSTOMER SERVICE SKILLS

Meet customer service expectations to:

- Be honest, ethical and professional.
- Be helpful and courteous.
- Listen with respect and understand the customer's issues.
- Meet commitments made.
- Keep the customer informed.
- Ensure that the customer understands what is being said.
- Apologise if a mistake is made and attempt to make it right.
- Assist customers with physical, sensory or intellectual disabilities, to achieve equitable access to council services.

EMERGENCY MANAGEMENT DUTIES

As and when required, assist in dealing with any emergency situation which affects the operation of the council and/or wellbeing of the community.

QUALIFICATIONS AND EXPERIENCE

- Tertiary qualification in recreation, health, sport or equivalent; and,
- Experience in the planning and implementation of community and physical activity programs and services.

LICENCES AND MANDATORY REQUIREMENTS

- Current Drivers Licence
- National Police Check (required to be supplied by the employee or prospective employee prior to commencement)
- Victorian Working with Children Check (required to be supplied by the employee or prospective employee prior to commencement, and renewed as required)

EQUAL OPPORTUNITY EMPLOYER

Wodonga Council is an equal opportunity employer. We ensure fair, equitable and non-discriminatory consideration is given to all, regardless of age, sex, disability, marital status, pregnancy, sexual orientation, race, religious beliefs or other protected attribute. We recognise our proactive duty to ensure compliance with equal opportunity and to eliminate all forms of discrimination.

INHERENT REQUIREMENTS OF THE JOB

For details of the inherent requirements of the job, please see Attachment 2.

COGNITIVE JOB DEMANDS

The position is required to operate at the Officer level and will be required to demonstrate the personal competencies and behaviours detailed in the People and Performance Framework attached. The cognitive demands of the role include:

- Having difficult or uncomfortable conversations.
- Meet performance expectations.
- Working in a professional capacity within the work environment.
- Being willing and able to adapt to change.
- Demonstrating resilience under pressure, and in changing and challenging circumstances.




KEY SELECTION CRITERIA

1. Tertiary qualifications in recreation or a related field, along with relevant workplace experience.
2. Experience in providing input and advice into policy and strategy formulation used to develop program plans and implement activities.
3. Well-developed communication skills, with proven ability to effectively engage and develop relationships with key stakeholders.

4. Experience in identifying, developing and implementing projects at a community level that align with and meet key business goals and priorities.
5. Demonstrate a motivated and proactive nature with the ability to set priorities, manage time and work effectively to achieve outcomes within set timeframes.

Staff member signature

People and performance framework

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| CUSTOMER SERVICE AND COMMUNICATION  Understanding and valuing our customer needs to make sure we provide quality customer service. | | BUILD AND ENHANCE RELATIONSHIPS  Collaborating and working with our people and community. | | PLAN, ORGANISE AND DELIVER  Performing work to the best of our ability to deliver successful outcomes for our people and community. | |
| FUTURE FOCUS  Identifying ways we can do better and anticipating future opportunities. | | PEOPLE DEVELOPMENT  Looking after the personal and professional growth of our people. | | MANAGE HEALTH AND WELLBEING  Recognising the importance of staff health and wellbeing. | |
| | | SAFETY AND RISK MANAGEMENT  Prioritising safe and ethical behaviour and decision-making in everything we do. | | | |

Customer Service and Communication

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| Demonstrates commitment to a high standard of service to customers and the community. | <ul style="list-style-type: none"> • Is helpful, shows respect, courtesy and fairness with staff and customers • Demonstrates empathy and a willingness to assist • Communicates information clearly • Listens and asks questions to understand customer needs and point of view • Proactively seeks solutions and keeps customers informed of progress • Operates within council procedures and policies • Writes in a way that is logical and easy to follow |
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Build and Enhance Relationships

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| Works co-operatively and effectively with others. | <ul style="list-style-type: none"> • Demonstrates clear, open and honest communication • Works constructively to resolve conflict • Shows enthusiasm to help others • Listens and respects the value of different views, ideas and ways of working • Builds and sustains positive relationships with staff and customers • Actively participates in team and other activities • Keeps others informed and seeks clarification when required |
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Plan, Organise, Deliver

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| Organises and prioritises own work to meet work commitments. | <ul style="list-style-type: none"> • Demonstrates effective use of time and resources to meet expectations and achieve outcomes • Understands what is required of the role and how this contributes to team priorities • Keeps appropriate people informed on progress of tasks and projects • Seeks information when required, demonstrates initiative • Undertakes to complete all tasks with a positive, can-do attitude |
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Future Focus

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| <p>Looks for improvements and is adaptable to change.</p> | <ul style="list-style-type: none"> • Understands council vision and purpose and how their role fits in • Is willing to adapt to changing processes, systems, technology and environments • Looks for improvements and better ways of doing things • Seeks support and clarification when required |
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People Development

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| <p>Welcomes opportunities for learning and self-development.</p> | <ul style="list-style-type: none"> • Displays council values • Reflects upon own performance • Seeks and acts upon feedback • Sets goals for personal and professional development • Finds ways to learn and improve in the completion of day-to-day tasks • Takes responsibility for own work and meeting job requirements |
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Manage Health and Wellbeing

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| <p>Takes responsibility for self-care and managing work-life balance.</p> | <ul style="list-style-type: none"> • Demonstrates effective time management and prioritising of tasks • Is aware of, controls and expresses their own emotions appropriately • Recognises when support is needed • Accepts responsibility for their own actions and outcomes • Is aware of the importance of self-care |
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Safety and Risk Management

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| <p>Takes responsibility for personal actions and reports safety and compliance concerns.</p> | <ul style="list-style-type: none"> • Remains vigilant in ensuring a safe working environment for self and others • Is aware of risk and takes action to prevent problems • Reports hazards, incidents (including near misses) and compliance concerns in a timely way • Understands the importance of honesty and transparency • Avoids and discloses conflicts of interest and guards against the misuse of council resources and assets • Complies with policies and procedures |
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ATTACHMENT 2

INHERENT REQUIREMENTS OF THE JOB

Wodonga Council will provide reasonable adjustments to assist a person with a disability to perform these inherent requirements of the job.

| FREQUENCY | % OF WORK DAY / TASK |
|----------------|----------------------|
| Rare (R) | 0-5% |
| Occasional (O) | 6-33% |
| Frequent (F) | 34-66% |
| Constant (C) | 67-100% |

| TASK | DESCRIPTION | INHERENT REQUIREMENTS | DEMAND | FREQUENCY | | | |
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| | | | | R | O | F | C |
| Develop and implement sport, leisure, fitness and physical activity projects and programs | Primarily desk based duties relating to the role | <ul style="list-style-type: none"> Liaison with staff of all levels Liaison with a range of stakeholders Attending internal and external meetings Driving company vehicles Facility and contract management Policy and strategy development Record management and administration Research and data analysis Phone use Photocopier use Use of computers and relevant IT programs / systems Time management Handwriting notes Operate within budget and funding frameworks Involvement in team planning and objective delivery Preparation of funding submissions | Sitting | | | | X |
| | | | Standing | | X | | |
| | | | Walking | | X | | |
| | | | Lifting < 10kgs | X | | | |
| | | | Carrying | X | | | |
| | | | Pushing | X | | | |
| | | | Pulling | X | | | |
| | | | Climbing | X | | | |
| | | | Bending | | X | | |
| | | | Twisting | | X | | |
| | | | Squatting | X | | | |
| | | | Kneeling | X | | | |
| | | | Reaching | | X | | |
| | | | Fine motor | | | | X |
| | | | Neck postures | | | | X |
| | | | Accepting instructions | | | X | |
| | | | Providing instructions | | X | | |
| | | | Sustained concentration | | | | X |
| | | | Decision making | | | X | |
| | | | Intermediate problem solving | | | X | |
| | | | Supervision of others | | X | | |
| | | | Interaction with others | | | | X |
| | | | Exposure to confrontation | | X | | |
| Respond to change | | | X | | | | |
| Prioritisation | | | | X | | | |