

# Role Description

## Program Delivery Assistant



<b>Title</b>	Program Delivery Assistant
<b>Classification/Grade/Band</b>	Band 1 Level 3
<b>Group/Unit/Section</b>	Community and Recreation Services / Leisure, Beach Safety and Community Facilities / Leisure and Pools
<b>Reports to</b>	Crew Leader Sports Programs

### Vision

A vibrant organisation doing great things.

### Purpose

To provide valuable services that strengthen and support the Central Coast Community.

### Values

Decisions, actions and behaviours are governed by our Corporate Values; Be Safe, Serve, Collaborate, Improve, Be Your Best and Be Positive. All employees have a responsibility to uphold and champion these values.

### Primary Role Statement

In contributing to the overarching vision and purpose, the role of Program Delivery Assistant is responsible for court convening and umpiring as well as sports and recreation programming.

The position of Program Delivery Assistant is required to provide quality customer service and create value for the community.

### Key Duties and Responsibilities

- Maintain effective relationships with users of the facility and communicate effectively with other staff members and the public;
- Maintain excellent and ongoing customer focus within the business, to ensure a positive experience for all users;



- Carry out the day to day duties as directed by the Crew Leader to ensure the facility and competitions are run as smoothly as possible for all customers;
- Undertake court convening and umpiring;
- Complete sports and recreation programming;
- Follow safe work practices and take reasonable care of own and others health and safety;
- Supervise clients using the centre;
- Maintain and clean the centre and equipment to a high standard;
- Perform any other duties, tasks or projects the employer may assign, having regard to the incumbent's skills, training and experience.

### **Authority and Accountability**

- Take care of your own health and safety and that of others. Comply with any reasonable instructions and apply Council's Safe Systems of Work consistent with the Responsibilities, Authorities and Accountabilities of your role;
- Decisions are either guided by practices, procedures and precedent or made in consultation with the immediate supervisor;
- Decisions affect the work and activities of others within the work group or team;
- The work of the Program Delivery Assistant influences the external environment by ensuring services are consistent with Council standards;
- The Program Delivery Assistant complies with operational requirements in cooperation with or under the supervision of other employees. Other employees or members of the public may be affected by the employee's acts or omissions;
- Has little or no responsibility for budget development;
- Look for ways to save costs. Be conscious of budget constraints and be aware of cost implications of own actions within own work area.

### **Personal Attributes**

- Be adaptable, flexible and focused when dealing with change;



- Represent Council honestly, ethically, professionally and lead by example;
- Be committed to achieving work goals and maintains motivation when tasks are challenging and actively seek feedback from colleagues and stakeholders;
- Be responsive to the input of others and works to understand their perspectives.

### **Interpersonal Skills**

- Listen to others and asks appropriate, respectful questions and adapts behaviour accordingly;
- Support and promote a culture of quality customer service identify and respond quickly and provides solutions to meet customers' needs;
- Build a supportive and cooperative team environment, share information and learning across teams and solve issues and challenges in collaboration with others;
- Respond to conflict without inflaming the situation and knows when to refer to a supervisor for assistance and/ or withdraw from a conflict situation.

### **Business Enablers and Technical Skills**

- Complete tasks to agreed budgets, timeframes and standards without guidance and contribute to the allocation of responsibilities and resources to ensure achievement of team goals;
- Understand the team/ unit objectives and responds proactively to changing circumstances and adjust plans and schedules when necessary;
- Identify issues that may impact on task completion and provides appropriate solutions;
- Understand delegations and act within authority levels;
- Exercise fiscally responsible behaviour and remain up to date with financial delegation processes;
- Support system improvement initiatives and embrace new technologies;
- Purchase under delegation and comply with procedures;
- Understand project goals, action tasks and expected outcomes and identify and escalate project variances.



## Team Work

- Recognise and acknowledge individual/ team performance;
- Monitor and use resources responsibly to achieve team objectives;
- Accommodate changing priorities and respond flexibly to uncertainty and ambiguity.

## QUALIFICATIONS

### Essential

- Current Provide First Aid qualification (HLTAID 011);
- Current Provide Cardiopulmonary Resuscitation (CPR) Certificate (HLTAID 009);
- Working with Children Check Clearance Number or Application Number as per Child Protection (Working with Children) Regulation 2013 and Date of Birth for the purpose of verification;

## EXPERIENCE

- Demonstrated experience umpiring sports competitions;
- Demonstrated ability to participate and actively contribute in a team environment to achieve organisational goals and outcomes;
- Strong customer service ethos and a demonstrated customer-centric approach to service provision;
- Ability to complete work and deliver according to project schedules and deadlines;
- Demonstrated ability to communicate effectively with other staff and members of the public both verbally and in writing.

## Key Relationships

Internal	External
Council employees	Community
	Industry representatives and associations

