



POSITION DESCRIPTION

Our Values



Position title:	Sport and Recreation Lead
Position code:	2571
Section:	Liveable and Active Communities
Position reports to:	Manager Liveable and Active Communities
Band and level:	3/2
Salary grade:	14
Staff management:	No
Budget responsibility:	Yes

Primary function of the role:

The primary purpose of the role is to work with local sporting groups and organisations to maximise sport and recreation opportunities and develop strategic direction for sporting facilities within the Lismore LGA.

This position is part of a small team and is required to be flexible and agile. From time to time, this role may be required to support more than one department as the need arises and provide support across the organisation as directed.

Key accountabilities:

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

- Develop and implement strategies and policies relating to sport and active recreation for the Lismore community.
- Provide policy advice, and strategic direction on matters relating to sport and recreation participation and infrastructure planning throughout the City of Lismore.
- Act as the primary liaison point for sporting clubs, schools, recreation organisations and the community for sport, recreation or open space enquiries. Provide quality and timely advice, information on the allocation of venues in accordance with Council's adopted policies and criteria, and ensure actions are delivered between key stakeholders, the community and Council.
- Promote and increase local community awareness of Council's Sports and Recreation Services to identify new opportunities and enhance existing service delivery.
- Effective management and servicing of established contracts/ leases with user groups of Council sport and recreation facilities.
- Assist with the development and support of community recreation initiatives to increase community participation in health and wellbeing activities and programs.

- Engage with the Assets and Parks team to develop suitable projects and the development of suitable asset management plans for Council recreation and sporting facilities.
- Work in collaboration with and assist the team, Manager and other key stakeholders to achieve business unit goals, work requests, demands and Council priorities.

Person Description

The right person for this role will:

- Be accepting of new ideas and embrace change
- Be outcome focused
- Be open minded in sharing information and knowledge freely
- Be flexible and agile to work across different business areas
- Have a drive for improvement
- Have personal integrity and take responsibility
- Have a genuine customer service focus
- Have the ability to prioritise and schedule work and meet deadlines
- Have excellent time management and organisational skills
- They will embody Council's values

Primary Responsibilities

- Develop, coordinate, promote and evaluate recreational programs for all ages and abilities.
- Respond to community needs and public inquiries/ complaints as they relate to recreation, sport and programming.
- Seek out, recommend and administer funding programs to maximize recreation opportunities.
- Oversee and encourage consultation with community groups and stakeholders to support current and planned communities.
- Investigate, innovate and master plan the development of positive leisure opportunities in consultation with the Liveable and Active Communities team.
- Oversee the delivery of leisure projects as directed by the Manager Liveable and Active Communities.
- Lead, articulate and model Council's vision through recreation planning, strategy and policy development.
- Development and facilitate implementation of strategic directions, plans and policies for Council's open spaces, sportsgrounds and recreation through innovation and community partnerships.
- Community engagement and relationship management.
- Maintain and foster a network of strategic links with relevant sport, community, and government organisations.

Key responsibilities and performance goals:

	Responsibilities	Accountability
Work Health and Safety	Manage and monitor work health and safety responsibilities, ensure compliance with the legislation and regulations that govern the operations within the Program area and assist others in the team to implement the relevant policies, procedures and processes.	<ul style="list-style-type: none"> • An engaged workforce fostering a culture of safety and behaviour based on safety principles. • Ensure that all contractors are working to Councils W H & S requirements
Customer driven service delivery	Build and maintain relationships with key stakeholders and customers (internal and external) related to program service delivery.	<ul style="list-style-type: none"> • Establish and maintain a service delivery strategy that is agreed with the Director and reported monthly. • Provide a high level of customer service to manage the expectations of internal and external customers in the resolution of their issues. • Provide guidance, advice and coordinate requests for further information regarding applications. • Enhance your knowledge base. • Drive a customer service approach in all internal and external interactions.
Finance	Create, manage and control financial and physical resources within agreed budgets, timeframes and reporting standards.	<ul style="list-style-type: none"> • Identification and sourcing of external funding to maximise service delivery
People	Leader: Coach, mentor, empower, develop and lead a cohesive and high performing customer centred, results driven team.	<ul style="list-style-type: none"> • Demonstrate accountable, affiliative and constructive behaviours in all interactions • Respond to employee satisfaction survey results to identify and act upon areas that require improvement. • Foster an engaged and empowered workforce. Embrace continuous improvement principles to improve delivery of services to Council customers. • Commitment to fostering and participating in a positive team environment. • Be flexible and adaptable to the changing needs of the team. • Participate and contribute. • Be available to take on other roles as required (e.g. in leave periods).
Drive Innovation	Create a culture that inspires people to generate innovative solutions that optimise revenue to Lismore City Council.	<ul style="list-style-type: none"> • Network with peers and other industries to continue to generate business improvements.
Communication and Consultation	High level of written, verbal and interpersonal communication skills that inspires confidence in your audience you are communicating with.	<ul style="list-style-type: none"> • Provide clear concise information. • Provide tools for staff to support business development e.g. FAQ's, regular 'paper bag' meetings and other learning tools.

		<ul style="list-style-type: none"> • Prepare detailed reports, proposal and submissions to Senior Leadership team and Council.
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Position Qualifications:

Qualifications, certificates and licences

- Qualification in Recreation/ Leisure Planning (or related discipline) or equivalent or several years of relevant experience in a related field.
- Experience in developing, implementing, and reviewing strategic plans and policies.
- A demonstrated understanding of community sport and recreation needs, trends and issues.
- Well-developed interpersonal skills and an ability to gain the cooperation of a variety of internal and external stakeholders.
- Working knowledge of current recreation trends
- Proficiency in report writing, budget management, time management, defining goals and objectives and priority setting
- Current Working with Children Check
- Current Class C Driver's Licence.

Skills and Experience

Experience, skills and knowledge

- Demonstrated extensive experience and ability to deliver services aligned to the business activities of the team.
- Demonstrate extensive experience in tourism and project management.
- Proven high degree of personal integrity, emotional intelligence, flexibility and comfort working with ambiguity while driving towards clarity and solutions.
- Sound understanding and practical application of statutory requirements of various Acts, regulations and guidelines relevant to the position.
- Demonstrated experience in conflict resolution and negotiations that require high level communication and planning to achieve successful outcomes.
- Ability to create an environment in which innovative, efficient and effective ways to meet customers' needs are generated by colleagues and other organisational stakeholders.
- Demonstrated experience in the delivery of effective high-level customer service
- Demonstrated experience in working collaboratively with peers to ensure consistency in the achievement of organisation objectives (multi-skilling, information and resource sharing).
- Demonstrated ability to work both independently and in a team fostering an environment based on teamwork and cooperation.
- Extensive experience in managing workloads to comply with tight deadlines in a high-pressure work environment with a high volume of work.
- Demonstrated computer literacy, including word processing, excel and maintaining corporate records including Council information management software (such as Authority, Content Manager and BIS).
- Demonstrated commitment to ethics, probity and transparency in decision making.
- Thorough understanding of and commitment to equal employment opportunity and work health and safety principles.
- Undertake sustainable work practices that align with Council's commitment to the principles of sustainability.

SKILLS STEPS

STEP 1

- 1.1 Information is updated and stored in accordance with organisational requirements, receiving, registering and collating information.
- 1.2 Responsibilities and duties are undertaken in a positive manner to promote cooperation and effective relationships within the work team.
- 1.3 Work schedules are adjusted according to requirements for job quality, customer service, resource use, work patterns and routines to meet agreed timelines and achieve designated team goals.
- 1.4 Demonstrate a sound understanding of tourism product development methodologies to support the value add to the local visitor economy.
- 1.5 Demonstrate an ability to sell tourism product and services.
- 1.6 Demonstrate a high level of written and oral communication skills to support customer service delivery and tourism product development.
- 1.7 Work with minimal supervision and utilise initiative.

STEP 2

- 2.1 Plan and organise own work priorities to successfully deliver identified individual and team goals.
- 2.2 Develop and maintain strong relationships with internal staff and local service providers.
- 2.3 Conduct research and interpret information to support the development of tourism product.
- 2.4 Support leadership in the workplace including continuous improvement systems and processes.
- 2.5 Manage activities in accordance with risk management principles and legislation provisions.

STEP 3

- 3.1 Develop in collaboration, tourism product that supports the telling of stories of people, place and product.
- 3.2 Support an annual review of the visitor experience within local service providers.
- 3.3 Identify improvements to workforce processes to ensure excellent customer service and delivery of quality service outcomes.
- 3.4 Promote innovation within a team environment.

STEP 4

- 4.1 Deliver collaborative engagement with key project stakeholders providing project updates.
 - 4.2 Provide input into the development of broader programs and initiatives to support the Lismore LGA visitor economy.
 - 4.3 Work effectively with diversity recognising individual differences and respond appropriately.
 - 4.4 Exercise initiative in a business environment including modelling high standards of business practices and making informed decision.
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