



# Sport Services Advisor

## POSITION PROFILE

Division	Shire Services	Status	Full time
Unit	Business, Sport & Community Services	Salary Grade	G10
Reports to	Team Leader - Sport Services	Reviewed	October 2021

## STRATEGIC INTENT

The aim of the Business, Sport and Community Services unit is to maintain and strengthen relationships with our community organisations, local business and sporting groups to:

- Facilitate the development of healthy, connected, caring, inclusive, resilient and liveable communities
- Provide for a prosperous community that stimulates and supports sustainable economic growth & resilience
- Activate public spaces to meet the social, economic, sporting and cultural needs of the community

## POSITION PURPOSE

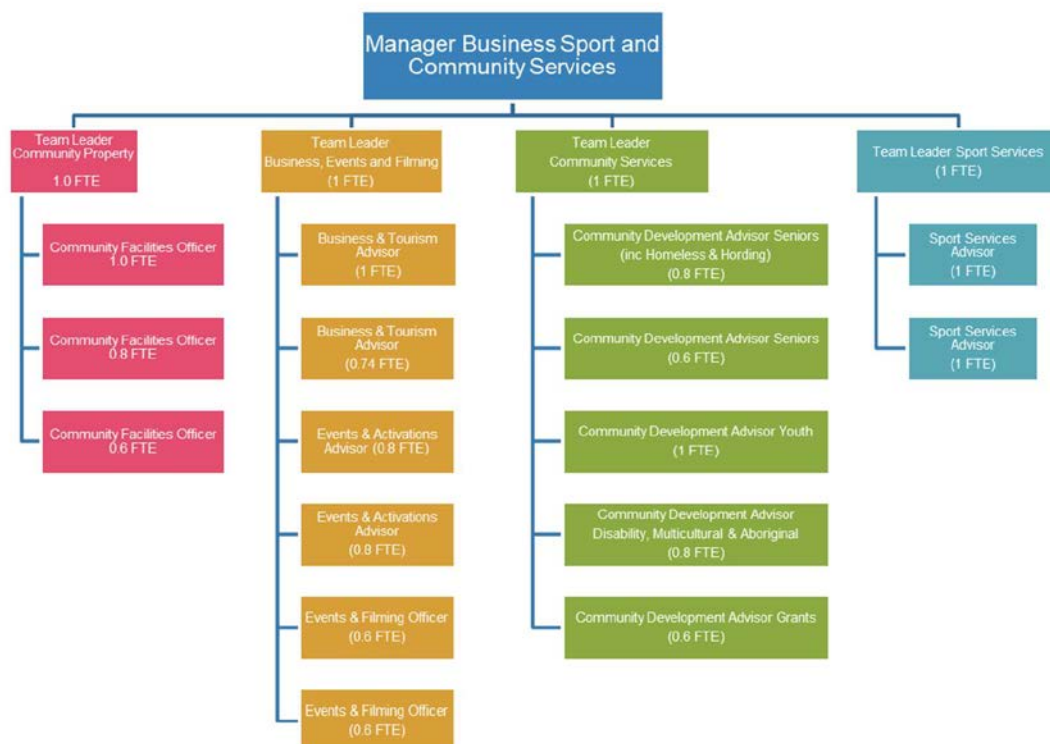
The purpose of this position is to develop, review and implement plans and policies relating to sport to achieve the outcomes of Councils Open Space and Recreation Strategy, and future Sports Strategy:

- Planning for Open Space to best meet the needs of current and future generations  
(including but not limited to)
  - Facilitate Open Space allocations and bookings
  - Consultation with community regarding needs
  - Collection of data to inform decisions
  - Balancing both passive and active recreation
  - Providing input into Plans of Management
  - Establishing strong and effective partnerships with sporting clubs, associations, volunteers, schools, service providers and other key stakeholders
  - Assessing impacts of future developments and other infrastructure (e.g F6)
  - Supporting growth of current, new and / or emerging sports
- Increased number of people of all ages, physical abilities and interests participating in physical and recreation activities that improve health and wellbeing (including but not limited to)
  - Advocating for people of all abilities to access sport
  - Advocating for sports venues to accommodate players, and spectators of all abilities
  - Set service standards to prioritise grass roots participation

- Partner with agencies, interest groups and user groups to promote health benefits of exercise, social engagement and opportunities for recreation, sport, exercise and volunteering
  - Explore online booking and payment systems
  - Support community activities, programs and events which foster social connectedness, create awareness and develop respect between groups, clubs, associations and individuals in the community.
- Best value for the community from Open Space investment and management (including but not limited to)
- Develop, review and collect Council Fees and charges
  - Maximise partnership funding opportunities and source grants, State and Federal government funding
  - Facilitate commercial use of open space
  - Develop and review licenses and hire agreements
  - Allocations based on needs, field carrying capacity, maintenance and costs
  - Collaborate with Councils Park Operations, Property Services, Building Operations and Asset teams to develop Councils infrastructure maintenance, renewal and upgrades for Open Space relating to Sport Facilities

## UNIT STRUCTURE

**Business Sport and Community Services Organisation Chart**



## POSITION OUTCOMES AND ACCOUNTABILITIES

OUTCOME TO BE DELIVERED	PERFORMANCE STANDARD
Preparing, reviewing and actioning strategies, plans and policies for sport and ensuring alignment to Council's strategic plans and demonstrated alignment to trends and forecasted needs of our community	<ul style="list-style-type: none"> <li>Plans developed, reviewed and actioned in line with Council's strategic plans and demonstrated alignment to trends and forecasted needs of our community</li> </ul>
Support community activities, programs and events which foster social connectedness, create awareness, inclusion and develop respect between groups, clubs, associations and individuals in the community.	<ul style="list-style-type: none"> <li>Community activities, programs and events supported</li> <li>Excellent relationships with sporting and community groups developed and maintained</li> <li>Service levels developed and communicated</li> </ul>
Reviewing processes to deliver efficiencies ensuring a high level of customer service is provided	<ul style="list-style-type: none"> <li>Efficiencies achieved and processes reviewed without compromising customer service</li> </ul>
Reviewing participation data to effectively deliver operational services and monitor trends	<ul style="list-style-type: none"> <li>Service delivered to meet community needs, supported by participation data including but not limited to:                             <ul style="list-style-type: none"> <li>change of season processes</li> <li>seasonal field allocations</li> <li>annual maintenance, renewal and upgrades program</li> </ul> </li> </ul>
Budget expenditure and revenue in line with service priorities	<ul style="list-style-type: none"> <li>Budget spent and recovered in line with service priorities and within budget allocation</li> </ul>
Establish strong and effective partnerships with sporting groups, volunteers, service providers and other key stakeholders to develop responses to issues and opportunities, collect data, lead communication, engagement and collaboration with key community sector.	<ul style="list-style-type: none"> <li>Participation in appropriate local government forums / groups</li> <li>Undertake research to identify emerging community needs in regards to sport and develop recommendations on appropriate strategies for meeting these needs to Council, other spheres of government and the community.</li> <li>Guidance, support and assistance provided to local sporting groups, clubs and associations who seek assistance with capital grants for infrastructure improvements in line with Council's strategic plans and asset management framework.</li> <li>Effective communication and educational tools produced for the sporting and wider community on the role of Council in the provision of sport services</li> <li>Guidance, support and assistance provided to local sporting groups, clubs and associations for field maintenance and repairs.</li> </ul>

Facilitate Open Space allocations and bookings based on needs, field carrying capacity, maintenance and costs	<ul style="list-style-type: none"> <li>Open space activated through the administration of personal training registrations, tennis court bookings, seasonal and casual sport field hire and school bookings</li> <li>Licences and hire agreements developed reviewed and issues</li> <li>Collaboration with sports and other internal Council teams to ensure allocations based on needs, field carrying capacity, maintenance and costs.</li> </ul>
Any other duties within area of skill as directed, including flexibility to assist in other community sectors	<ul style="list-style-type: none"> <li>Willingness to assist with all duties within area of skill.</li> </ul>

## SELECTION CRITERIA / SUCCESS PROFILE

Qualifications, Certificates or Licences	Essential	<ul style="list-style-type: none"> <li>Relevant Tertiary qualifications in Sport and / or equivalent experience in a similar role</li> <li>A current Drivers Licence</li> </ul>
Experience or skills	Essential	<ul style="list-style-type: none"> <li>Strong planning skills with a proven ability to determine and use resources in the most effective way.</li> <li>Demonstrated experience in customer service, preferably with skills in sport development, project management and/or sport planning processes</li> <li>Demonstrated sport sector experience and knowledge of operation and structure of sport, particularly at a local association level</li> <li>Experience in building and maintaining effective relationships with community groups and an understanding of the techniques and processes required to work effectively with volunteers and establish service standards</li> <li>Advanced organisational, planning and time management skills</li> <li>The capacity to manage multiple applications, tasks and deadlines</li> <li>Well-developed computer skills</li> <li>Ability to communicate effectively with various internal and external stakeholders</li> <li>High level of customer service skills and experience</li> <li>Demonstrated experience in undertaking research, analysis and the development of strategic plans</li> <li>Excellent verbal and written communication skills</li> </ul>

## CORE CAPABILITIES

Attributes	<ul style="list-style-type: none"> <li><b>Goals oriented:</b> Work to achieve self-set and organisational goals, taking on challenging tasks when necessary, display initiative.</li> </ul>
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	<ul style="list-style-type: none"> <li>▪ <b>Strategic thinking:</b> Critically examine problems, considering alternative view points, identify constructive solutions and look for opportunities for innovation.</li> <li>▪ <b>Communication skills:</b> Clearly and persuasively articulate complex technical and operational issues. Identify and tactfully deal with sensitive matters.</li> <li>▪ <b>Relationship management:</b> Able to build strong relationships by winning respect at all levels through sound advice, reliability and personal integrity and constructively deal with difficult issues.</li> <li>▪ <b>Team focussed:</b> Mentor emerging leaders, share skills, experience and knowledge via formal and informal collaboration with colleagues and staff.</li> <li>▪ <b>Critical thinking:</b> Critically examine work and activities, considering alternative points of view and approaching an issue as it relates to different stakeholders.</li> <li>▪ <b>Decision making:</b> Achieving desired outcomes by evaluating and identifying options, and involving others in decisions affecting them</li> </ul>
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## OUR VALUES

Behaviours	<ul style="list-style-type: none"> <li>▪ <b>Collaborate</b> - be open and welcoming, genuinely connect to others, include others, work together as one</li> <li>▪ <b>Achieve</b> - be enthusiastic and optimistic, make a positive contribution, set goals to be the best you can be, deliver every day</li> <li>▪ <b>Respect</b>– be honest and trustworthy, do what you say you will put yourself in the other person's shoes, listen to what's important to others</li> <li>▪ <b>Evolve</b> – stay up to date, take on new opportunities, think creatively about solutions, be a big picture thinker</li> </ul>
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## CORPORATE OBLIGATIONS

Employees	No direct reports. Unit structure attached.
Delegations	Authority to operate within the Delegations attached to the position
Risk Management	Managing work practices to mitigate all identified risks, identifying and reporting additional risk and threats and assist in devising strategies to mitigate these risks.
Financial Management	Managing budgets and expenditure, undertaking relevant checks and applying rules, regulation, process and procedures in dealing with financial matters
Workplace Health and Safety	Comply and co-operate with WHS policies, procedures, instructions and safe systems of work.
Code of Conduct	All employees are responsible for adhering to Council's Code of Conduct and the policies and procedures that support it
Workplace Behaviour & EEO	All activities must comply with Council's Workplace Behavior Guidelines.
Enterprise Content Management	Comply with Council's Enterprise Content Management Determination and associated guidelines including creation of appropriate records in Council's records management system and proper custodianship of records to ensure against loss, removal or destruction
Continuous Improvement	Identify obsolete and inefficient practices and recommend changes where appropriate

<b>Customer Focus</b>	Championing an exceptional customer experience, and evaluating customer satisfaction in order to continually improve service delivery
<b>Procurement</b>	Activities are conducted in accordance with the Purchasing Policy and Procedures to provide transparency and cost effectiveness in procurement