

## POSITION DESCRIPTION

<b>Position Title</b>	Sports Court Operator
<b>Position No.</b>	681
<b>Position Status</b>	Casual
<b>Business Unit</b>	Leisure Services
<b>Division</b>	Community and Culture
<b>Classification</b>	Band 3
	Terms and conditions of employment are in accordance with the current Wellington Shire Council Enterprise Agreement
<b>Date Approved</b>	December 2020
<b>Approved By</b>	General Manager Community and Culture

### WELLINGTON SHIRE COUNCIL VALUES

<b>Cooperation</b>	Working together, teamwork, collaboration and being solution-oriented.
<b>Integrity</b>	Acting with respect, honesty, reliability, trust, tolerance and understanding.
<b>Balance</b>	Demonstrating fairness, equity and flexibility. Consider work-life balance and balancing community needs against resources.
<b>Professionalism</b>	Personal development and meaningful work, being competent, innovative and courageous, focus on excellence and continuous improvement.

### POSITION OBJECTIVE

The Sports Court Operator works within a small team and is responsible for maintaining a high quality of standards in customer satisfaction, health, safety, and program delivery at the Gippsland Regional Sports Complex (GRSC). The position undertakes various daily activities involved in the day to day facility operations including sports program development & facilitation, cleaning & maintenance, kiosk operations and food service, in accordance with the established policies, procedures and standards.

### ORGANISATIONAL RELATIONSHIPS

<b>Reports to</b>	Operations Leader GRSC
<b>Supervises</b>	NIL
<b>Internal Liaisons</b>	All Council Staff
<b>External Liaisons</b>	User Groups, Schools, Suppliers and Contractors, General Public

## **DELEGATIONS/AUTHORISATION**

This position has no delegations / authorisation to exercise power as conferred by sections 11 and 47 of the *Local Government Act 2020* and other legislation referred to in [S6 Instrument of Delegation](#) to Members of Council Staff, [S7 Instrument of Sub-delegation](#) by the Chief Executive Officer to staff or [S11 Instrument of Appointment and Authorisation](#).

## **QUALIFICATIONS, EXPERIENCE, SKILLS AND KNOWLEDGE**

### **Accountability and Extent of Authority**

- Accountable for quality, quantity and timeliness of work as far as resources permit.
- Ensuring the correct information is given to clients on the services available to provide a safe environment for users of the facility.

### **Judgement and Decision Making**

- Ability to work as part of a small team and in isolation to make decisions and own judgement in accordance with facility and Council policies and procedures to ensure the day-to-day operation of the GRSC.

### **Specialist Knowledge and Skills**

- Ability to clean and maintain a medium sized multi-sports facility.
- Ability to perform cafe food preparation, service and cleaning requirements that meet or exceed local and state health requirements and regulations.
- Ability to assist in the coordination of the facilities sports court competition including the development of fixtures/ladders and referee/umpire rosters.
- Ability to set priorities and use effective time management skills and to operate autonomously with limited supervision.

### **Interpersonal Skills**

- Ability to communicate effectively, both verbally and in writing to provide a high level of professional customer service and responsiveness to users of the GRSC.
- Self-motivated with the ability to work as a team member and always contribute to a team-oriented environment providing a positive image of Council's Leisure Services operations.

### **Qualifications and Experience**

- Previous experience in sports program facilitation.
- Previous experience in the sports facility cleaning, light maintenance, and equipment management.
- Previous experiences in food handling and high-quality customer service practice.

**The ability to obtain and maintain the following qualifications, registrations, certifications (if hired):**

- Level Two First Aid.
- Cardiopulmonary Resuscitation Qualification.
- Working with Children Check.
- Safe Food Handling Certificate

## PEOPLE - RESPONSIBILITIES

Developing people, assigning work, setting work environment, monitoring performance, developing own and team's accountabilities.

- Encourage and maintain positive working relationships with all colleagues to ensure a professional and collaborative working environment.
- Support colleagues and coordinator/supervisor as required to achieve overall team goals, Corporate Performance Indicators (CPIs), service levels and other targets.
- Work in a manner that ensures adherence to Council policies and Occupational Health and Safety requirements incl. task analyses (if applicable).

## OPERATIONAL - RESPONSIBILITIES

Developing technical knowledge, monitoring technical systems, managing stakeholder relationships.

- Cleaning and Maintenance of Sporting facilities
- Effectively see all tasks through to completion in line with individual CPIs, service levels and other targets.
- Work within agreed plans, policies and processes including safe work practices.
- Identify and report opportunities for increasing efficiency and/or effectiveness as per Wellington Excellence to ensure continuous improvement.
- Demonstrate a commitment to effective internal and external customer service.
- Maintain currency of technical skills and knowledge to ensure work is performed as per the requirements of the role.
- Maintain complete and accurate records of all work-related activities including documentation and administration as per the Councils records management policy and adherence to the written style guide.
- Be familiar with and understand the strategic and operational risks relating to your business unit, advise supervisors of any new risks you may identify, and provide input, assistance and advice where applicable.

## SCHEDULING - RESPONSIBILITIES

Aligning strategy to team outputs preparing plans, reporting on performance against plans, managing budget, planning and allocating resources, scheduling team's work.

- Regularly monitor and report on work and activity progress against individual and team corporate performance indicators and project targets.
- Understand the contribution of own work towards the achievement of team, business unit and strategic organisational goals.
- Assist with emergency related functions, by mutual agreement, in the event that the Municipal Emergency Management Plan (MEMP) is enacted, including the provision of emergency response, relief and recovery services to the community.

## POSITION SPECIFIC - RESPONSIBILITIES

- Maintain clean and safe facilities for community and organizational operations.
- Provide exceptional food service and café maintenance that meet or exceed local and state food safety requirements and regulations
- Assist in facilitating participation in a broad range of physical activities for community members of diverse levels of ability that results in an increased level of participation at the GRSC in accordance with the Leisure Services business plan.
- Assist in delivering leisure and recreation facilities and programming that provide a wide range of physical activity opportunities to the community in accordance with the Leisure Services business plan.
- Assist in the development and implementation of a marketing and promotion strategy that enhances Council's profile and increases attendance and user numbers.