

Role Description

Casual Venue Sports Halls Supervisor



Planning,
Industry &
Environment

Cluster	Planning, Industry and Environment
Agency	Department of Planning, Industry & Environment
Division/Branch/Unit	Place, Design & Public Spaces / Sydney Olympic Park Authority
Role number	N/A
Classification/Grade/Band	CSP 17
ANZSCO Code	TBD
PCAT Code	TBD
Date of Approval	August 2019
Agency Website	https://www.dpie.nsw.gov.au

Agency overview

Our vision is to create thriving environments, communities and economies for the people of New South Wales. We focus on some of the biggest issues facing our state. We deliver sustainable water resource and environment management, secure our energy supply, oversee our planning system, maximise community benefit from government land and property, and create the conditions for a prosperous state. We strive to be a high-performing, world-class public service organisation that celebrates and reflects the full diversity of the community we serve and seeks to embed Aboriginal cultural awareness and knowledge throughout the department.

Sydney Olympic Park Authority are custodians of the Park (a recognised 6 Star Green Star Community), with a strong commitment to creating a vibrant, sustainable community within an unequalled destination for sport, entertainment, recreation and business and one of Australia's largest and most diverse urban parklands.

Sydney Olympic Park Authority is part of the Place, Design & Public Spaces Division in the Department of Planning, Industry and Environment cluster of the NSW government. The Authority has four business units:

1. Commercial
2. Asset Management and Environmental Services
3. Venue Management, and
4. Place Management.

Venue Management

The Venue Management team is responsible for the day-to-day operations of the following sports venues and facilities that provide a diverse variety of sport, recreation and leisure activities, programs and events for the community as well as elite and high performance athlete training facilities:

- Aquatic Centre
- Archery Centre
- Athletic Centre

- Hockey Centre
- Quaycentre, Sports Halls, Satellite facilities including Tom Wills Oval, Newington Armory sports venues and Wilson Park.

Primary purpose of the role

The Casual Venue Sports Halls Supervisor assists with the daily operation of activities at the Sydney Olympic Park Sports Halls.

Key accountabilities

- Assist in liaising with key stakeholders including sports bodies, educational and community groups and public in meeting their venue needs.
- Deliver equipment and assets based on bookings and venue operations in accordance with customer requirements and management directions
- Oversee shift operations, resource allocation and maintain control of venue assets, equipment and facilities
- Mitigate risks associated with the delivery of all activities.
- Participate in the emergency management response within the venue.
- Process basic transactions through a computerised point of sale system and complete the reconciliation process, with minimal errors.

Key challenges

- Assisting in managing diverse stakeholders and parties within agreed parameters.
- Delivering diverse services within limited resources while balancing competing interests.

Key relationships

These are the key stakeholders and customers the role is expected to interact with routinely and are important when understanding the nature of the interpersonal skills required to successfully perform the role.

Who	Why
Internal	
Centre Manager	Escalate issues, keep informed.
Venue Area Manager	Seeking assistance, feedback or providing information necessary for successful operation of activities; Receiving mentoring, coaching and performance feedback; Discussing event resources and impacts
Work teams	Providing assistance and information; co-ordinating resources; . Deliver service.
Agency Staff	Seeking advice, information and assistance; co-ordinating resources. Sharing information and delivering service
External	
Vendors and service providers; promoters, entertainers, artists and industry professionals	Share information, provide advice and plan usage; promote services; resolve routine issues and deliver service; offer and adhere to directions
Sporting bodies, associations and representatives; school, tertiary and private education representatives and individuals	Promote mutual interests; sShare information, provide advice and plan usage; resolve routine issues and deliver service; participate in consultation and negotiation; offer and adhere to directions.

Role dimensions

Decision making

Responsible for the quality and integrity of information. Refer matters that require a wider range of knowledge of expertise to team leader or work team. Exercises good judgment at all times.

Reporting line

Program Services Manager

Direct reports

Contractors

Budget/Expenditure

Budgets and expenditure are in accordance with approved Annual Budget and financial delegations and procedures subject to project type and sponsoring business unit.

Essential requirements




- Current driver licence
- Working with Children Check
- Senior First Aid Certificate
- HR Forklift licence

Capabilities for the role



The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

Capability summary

The capabilities in bold are the focus capabilities for this role that the employee must demonstrate immediate competence from day one of engagement.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Foundational
	Act with Integrity	Foundational
	Manage Self	Foundational
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Foundational
	Commit to Customer Service	Foundational
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
 Results	Deliver Results	Foundational
	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Foundational

NSW Public Sector Capability Framework

Capability Group	Capability Name	Level
 Business Enablers	Finance	Foundational
	Technology	Foundational
	Procurement and Contract Management	Foundational
	Project Management	Foundational
 People Management	Manage and Develop People	Foundational
	Inspire Direction and Purpose	Foundational
	Optimise Business Outcomes	Foundational
	Manage Reform and Change	Foundational

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes Display Resilience and Courage	Foundational	<ul style="list-style-type: none"> • Be open to new ideas and approaches • Offer own opinion, ask questions and make suggestions • Adapt well to new situations • Do not give up easily when problems arise • Stay calm in challenging situations
Relationships Work Collaboratively	Foundational	<ul style="list-style-type: none"> • Work as a supportive and co-operative team member, share information and acknowledge others' efforts • Respond to others who need clarification or guidance on the job • Step in to help others when workloads are high • Keep team and supervisor informed of work tasks
Results Think and Solve Problems	Foundational	<ul style="list-style-type: none"> • Find and check information needed to complete own work tasks • Identify and inform supervisor of issues that may impact on completion of tasks • Escalate more complex issues and problems when these are identified • Share ideas about ways to improve work tasks and solve problems • Suggest improvements to work tasks for the team
Business Enablers Technology	Foundational	<ul style="list-style-type: none"> • Display familiarity and confidence in the use of core office software applications or other technology used in role • Understand the use of computers, telecommunications, audio-visual equipment or other technologies used by the organisation • Understand information, communication and document control policies and systems, and security protocols • Comply with policies on acceptable use of technology

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
People Management Manage and Develop People	Foundational	<ul style="list-style-type: none">• Clarify work required, expected behaviours and outputs• Contribute to developing team capability and recognise potential in people• Give support and regular constructive feedback that is linked to development needs• Identify appropriate learning opportunities for team members• Recognise performance issues that need to be addressed and seek appropriate advice
