

# Role Description

## Services Coordinator



Cluster	Creative Industries, Tourism, Hospitality and Sport
Department/Agency	Office of Sport
Division/Branch/Unit	Centres, Venues and Regions
Role number	Various
Classification/Grade/Band	Clerk Grade 5/6
ANZSCO Code	512111
PCAT Code	1119122
Date of Approval	27 September 2017
Agency Website	<a href="http://www.sport.nsw.gov.au">www.sport.nsw.gov.au</a>

### Agency overview

The Office of Sport is the lead NSW Government agency for sport and active recreation. Our purpose is to support all people, communities and organisations across NSW to enjoy and realise the benefits of participating in sport and active recreation. The Office is a diverse agency providing leadership, policies, programs, funding, facilities and services to deliver on our purpose of 'Everyone Plays Here' and ensure everyone has the opportunity to participate

### Primary purpose of the role

The Services Coordinator plans and coordinates the service support functions at the Centre including supervising and managing staff carrying out maintenance, catering services and other support roles, to ensure the delivery of high standards of customer service.

### Key accountabilities

- Plan and deliver service support operations including facility maintenance, catering and hospitality services to ensure efficient coordination of programs and services to Centre clients.
- Responsible for financial and administrative tasks related to Maintenance and Catering i.e. Budgeting, invoicing, purchase orders, procurement, obtain reports and insurance claim.
- Plan the work of and supervise Centre staff, carrying out service support roles such as catering and physical asset and grounds maintenance.
- Coordinate purchasing for equipment required to support catering and physical asset maintenance activities.
- Monitor facility condition and operating practices to ensure compliance with regulatory standards including food handling, swimming pool filtration, chemical handling and machinery operation.
- Conduct regular and ongoing inspections of all grounds, kitchens, accommodation and building facilities to maintain a high level of cleanliness and safety.
- Provide oversight of contracts for the Centre i.e. local contracts, organizational-wide contracts affecting the Centre, asset management and participate in procurement tenders/panels, including supervising work undertaken on site
- Manage and co-ordinate the safe delivery of meals to clients.
- Responsible for compliance with the food safety program, including induction and continuing education/training to all new, returning and ongoing staff

## Key challenges

- Ensuring that the Centre's facilities, catering and hospitality services meet all regulatory standards as well as client expectations.
- Ensuring that service support priorities are aligned to program and service delivery needs including where client expectations change during a program
- Being flexible in managing the daily and weekly work plans of service support staff to meet changing client needs.

## Key relationships

### Internal

Who	Why
Service Staff	<ul style="list-style-type: none"><li>• Communicate information and client requirements</li></ul>
Program Coordinators	<ul style="list-style-type: none"><li>• Program requirements</li></ul>
Other Centre Staff	<ul style="list-style-type: none"><li>• Seek information and cooperation in the provision of client services</li></ul>

### External

Who	Why
Clients	<ul style="list-style-type: none"><li>• Provide advice and seek information regarding maintenance requirements</li></ul>
Suppliers	<ul style="list-style-type: none"><li>• Purchase goods for the Centre</li></ul>
Tradespersons and Contractors	<ul style="list-style-type: none"><li>• Ensure service delivery and contract requirements are being satisfied</li></ul>

## Role dimensions

### Decision making

The Services Coordinator plans and coordinates the service support functions at the Centre and is required to make decisions on prioritising own workload and determining the time criticality of issues for action. Decisions on matters outside the Services Coordinator's accountabilities and on issues that are contentious or sensitive and may impact on the reputation of the Agency are escalated to the Centre Manager

### Reporting line

Centre Manager

### Direct reports

Service Officers  
Catering Officers

### Budget/Expenditure

Financial delegation up to \$10,000

## Essential requirements

- Current Working with Children Check (WWCC) Clearance
- Current Class C drivers licence
- Ability to undertake on-call responsibilities on a rostered basis

- National Criminal Records Check
- Hearing test (audiometric test) within 3 months of starting employment (baseline test) and a follow-up
- Hearing test at least every 2 years

## Capabilities for the role

The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.


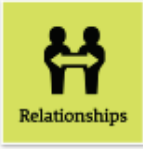
The capabilities are separated into focus capabilities and complementary capabilities

## Focus capabilities

*Focus capabilities* are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

## Focus capabilities

Capability group/sets	Capability name	Behavioural indicators	Level
 Personal Attributes	<b>Manage Self</b> Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none"> <li>• Adapt existing skills to new situations</li> <li>• Show commitment to achieving work goals</li> <li>• Show awareness of own strengths and areas for growth, and develop and apply new skills</li> <li>• Seek feedback from colleagues and stakeholders</li> <li>• Stay motivated when tasks become difficult</li> </ul>	Intermediate
 Relationships	<b>Communicate Effectively</b> Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none"> <li>• Focus on key points and speak in plain English</li> <li>• Clearly explain and present ideas and arguments</li> <li>• Listen to others to gain an understanding and ask appropriate, respectful questions</li> <li>• Promote the use of inclusive language and assist others to adjust where necessary</li> <li>• Monitor own and others' non-verbal cues and adapt where necessary</li> <li>• Write and prepare material that is well structured and easy to follow</li> <li>• Communicate routine technical information clearly</li> </ul>	Intermediate



### Plan and Prioritise

Plan to achieve priority outcomes and respond flexibly to changing circumstances

- Understand the team and unit objectives and align operational activities accordingly
- Initiate and develop team goals and plans, and use feedback to inform future planning
- Respond proactively to changing circumstances and adjust plans and schedules when necessary
- Consider the implications of immediate and longer-term organisational issues and how these might affect the achievement of team and unit goals
- Accommodate and respond with initiative to changing priorities and operating environments

Intermediate



### Think and Solve Problems

Think, analyse and consider the broader context to develop practical solutions

- Identify the facts and type of data needed to understand a problem or explore an opportunity
- Research and analyse information to make recommendations based on relevant evidence
- Identify issues that may hinder the completion of tasks and find appropriate solutions
- Be willing to seek input from others and share own ideas to achieve best outcomes
- Generate ideas and identify ways to improve systems and processes to meet user needs

Intermediate

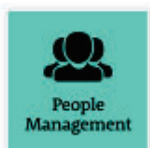


### Procurement and Contract Management

Understand and apply procurement processes to ensure effective purchasing and contract performance

- Understand and comply with legal, policy and organisational guidelines and procedures relating to purchasing
- Conduct delegated purchasing activities in line with procedures
- Work with providers, suppliers and contractors to ensure that outcomes are delivered in line with time and quality requirements

Intermediate



### Manage and Develop People

Engage and motivate staff, and develop capability and potential in others

- Collaborate to set clear performance standards and deadlines in line with established performance development frameworks
- Look for ways to develop team capability and recognise and develop individual potential
- Be constructive and build on strengths by giving timely and actionable feedback
- Identify and act on opportunities to provide coaching and mentoring
- Recognise performance issues that need to be addressed and work towards resolving issues
- Effectively support and manage team members who are working flexibly and in various locations
- Create a safe environment where team members' diverse backgrounds and cultures are considered and respected
- Consider feedback on own management style and reflect on potential areas to improve

Intermediate



## Optimise Business Outcomes

Manage people and resources effectively to achieve public value







- Initiate and develop longer-term goals and plans to guide the work of the team in line with organisational objectives
- Allocate resources to ensure the achievement of business outcomes and contribute to wider workforce planning
- When planning resources, implement processes that encourage the attraction and retention of people of diverse cultures, backgrounds and experiences
- Ensure that team members base their decisions on a sound understanding of business and risk management principles, applied in a public sector context
- Monitor performance against standards and take timely corrective actions
- Keep others informed about progress and performance outcomes








Adept

## Complementary capabilities

*Complementary capabilities* are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

Capability group/sets	Capability name	Description	Level
	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Foundational
	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational

	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Intermediate
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Adept
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Intermediate
	Project Management	Understand and apply effective planning, coordination and control methods	Intermediate
	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Foundational
	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Foundational