Role Description
Operational Support Coordinator

NSW GOVERNMENT | Office of Sport

Cluster	**Enterprise, Investment and Trade**
Department/Agency	**Office of Sport**
Division/Branch/Unit	**Regional Delivery Group**
Role number	**52001957**
Classification/Grade/Band	**Clerk Grade 3/4**
ANZSCO Code	**531111**
PCAT Code	**1111592**
Date of Approval	**March 2023**
Agency Website	**www.sport.nsw.gov.au**

Agency overview

The Office of Sport is the lead NSW Government agency for sport and active recreation. With a vision of sport and active recreation creating healthier people, connecting communities and making a stronger NSW, we provide the people of NSW with the leadership, policies, programs, funding and infrastructure necessary to maximise the social, health and economic benefits realised through this valued sector. Our work is spread across NSW, with ten Sport and Recreation Centres, six Olympic Sport Venues and offices throughout the state.

Primary purpose of the role

The Operational Support Coordinator provides administrative support and coordination across the Operations Team to assist across all areas of operations to ensure organisational performance supports operational requirements and standards across our core business areas.

Key accountabilities

- Provide support and coordination for the Operations business unit and Centres, Venues and Regions projects and tasks as required.
- Develop and identity process improvement opportunities regarding the collation and dissemination of information to support collaboration with the Operations team and Centres, Venues & Regions staff.
- Undertake administrative duties including periodic financial transactions via processing of invoices, complete travel & accommodation requests, arrange Operations meetings including planning of agendas and documenting minutes, and other ad hoc administration requirements
- Assist with the organising and distribution of Centres, Venues, & Regions operational items as required including equipment & uniforms.
- Work collaboratively with key stakeholders including Operations Team, Centres, Venues and Regions staff, and key internal divisions including HR, Finance and Marketing and Communications

Key challenges

- Understanding and managing business unit priorities to ensure that tasks are completed within the required timeframes.

- Maintaining strong relationships with key stakeholders to support the delivery of business unit objectives and responsibilities.

Key relationships

Internal

Who	Why
Manager Operations	• Report on progress of projects and tasks and seek direction and guidance as appropriate
Operations Team Staff	• Provide support as needed to ensure business unit objectives are delivered
Centre, Venues & Regions Staff	• Work in consultation and provide support in relation to mutually beneficial operational requires are completed

External

Who	Why
Stakeholders	• Work in collaboration to ensure completion of required outcomes

Role dimensions

Decision making

The Operational Support Coordinator only makes decisions on prioritising own workload within given timeframes.

Decisions on matters outside the Operational Support Coordinator's accountabilities and on issues that are contentious or sensitive and may impact on the reputation of the Agency are escalated to the Manager, Operations.

Reporting line

Manager Operations

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements
- National Criminal Records Check.
- Working with Children Check (WWCC) Clearance

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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.
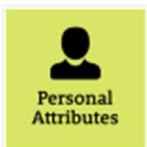
The capabilities are separated into focus capabilities and complementary capabilities

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 behaviors expected at each level.

Focus capabilities

Capability group/sets	Capability name	Behavioural indicators	Level
Personal Attributes	**Manage Self** Show drive and motivation, an ability to self-reflect and a commitment to learning	• Adapt existing skills to new situations • Show commitment to achieving work goals • Show awareness of own strengths and areas for growth, and develop and apply new skills • Seek feedback from colleagues and stakeholders • Stay motivated when tasks become difficult	Intermediate
Relationships	**Communicate Effectively** Communicate clearly, actively listen to others, and respond with understanding and respect	• Focus on key points and speak in plain English • Clearly explain and present ideas and arguments • Listen to others to gain an understanding and ask appropriate, respectful questions • Promote the use of inclusive language and assist others to adjust where necessary • Monitor own and others' non-verbal cues and adapt where necessary • Write and prepare material that is well structured and easy to follow • Communicate routine technical information clearly	Intermediate
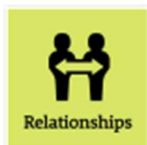
	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	• Focus on providing a positive customer experience • Support a customer-focused culture in the organisation • Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers • Identify and respond quickly to customer needs • Consider customer service requirements and develop solutions to meet needs • Resolve complex customer issues and needs • Cooperate across work areas to improve outcomes for customers	Intermediate
	Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes	• Seek and apply specialist advice when required • Complete work tasks within set budgets, timeframes and standards • Take the initiative to progress and deliver own work and that of the team or unit • Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals • Identify any barriers to achieving results and resolve these where possible • Proactively change or adjust plans when needed	Intermediate
	Technology Understand and use available technologies to maximise efficiencies and effectiveness	• Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks • Use available technology to improve individual performance and effectiveness • Make effective use of records, information and knowledge management functions and systems • Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies	Intermediate

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	Foundational

Personal Attributes	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
Personal Attributes	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
Relationships	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
Relationships	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
Results	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Foundational
Results	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Foundational
Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
Business Enablers	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational
Business Enablers	Project Management	Understand and apply effective planning, coordination and control methods	Foundational