

Role Description

Services Coordinator



Cluster	Stronger Communities
Agency	Office of Sport
Division/Branch/Unit	Regional Delivery
Role number	Various
Classification/Grade/Band	Clerk Grade 4/5
ANZSCO Code	512111
PCAT Code	1119122
Date of Approval	23 December 2020
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, four Olympic Sport Venues and offices throughout the state.

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.
- 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.

- Establish and manage contracts with external goods and service suppliers including supervising work undertaken on site.

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

Who	Why
Internal	
Services staff	<ul style="list-style-type: none"> • Communicate information and client requirements
Program Coordinators	<ul style="list-style-type: none"> • Program requirements
Other Centre staff	<ul style="list-style-type: none"> • Seek information and cooperation in the provision of client services
External	
Clients	<ul style="list-style-type: none"> • Provide advice and seek information regarding maintenance requirements
Suppliers	<ul style="list-style-type: none"> • Purchase goods for the Centre
Tradespersons and Contractors	<ul style="list-style-type: none"> • Ensure service delivery and contract requirements are being satisfied

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 Manager Delivery & Outreach.

Reporting line

Manager Delivery & Outreach

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
- Coxswain Grade 1 Certificate or successful completion of Coxswain Grade 1 Certificate within three months of commencement – applies for Hawkesbury River Centres only

Capabilities for the role

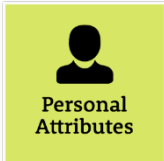

The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for 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
	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none">• 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
	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none">• 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	Intermediate

- Write and prepare material that is well structured and easy to follow
- Communicate routine technical information clearly

Commit to Customer Service

Intermediate

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



Plan and Prioritise

Intermediate

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

Think and Solve Problems

Intermediate

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



Procurement and Contract Management

Foundational

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

- Comply with basic ordering, receipting and payment processes
 - Apply basic checking and quality-control processes to activities that support procurement and contract management
 - Understand probity principles relating to purchasing
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Manage and Develop People

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

- Clarify the work required, and the expected behaviours and outputs
- Clearly communicate team members' roles and responsibilities
- Contribute to developing team capability and recognise potential in people
- Recognise good performance, and give support and regular constructive feedback linked to development needs
- Identify appropriate learning opportunities for team members
- Create opportunities for all team members to contribute
- Act as a role model for inclusive behaviours and practices
- Recognise performance issues that need to be addressed and seek appropriate advice

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.

COMPLEMENTARY CAPABILITIES			
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
	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
	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	Foundational
	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

Optimise Business Outcomes

Manage people and resources effectively to achieve public value

Intermediate

Manage Reform and Change

Support, promote and champion change, and assist others to engage with change

Foundational