

Role Description

Operations Manager



Cluster	Creative Industries, Tourism, Hospitality and Sport
Department/Agency	Office of Sport
Division/Branch/Unit	Centres, Venues and Regions
Role number	50036643
Classification/Grade/Band	Clerk Grade 9/10
ANZSCO Code	512111
PCAT Code	3119192
Date of Approval	01 July 2022
Agency Website	www.sport.nsw.gov.au

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 Operations Manager is responsible for the management of the Centre and the day-to-day operations relating to direct service delivery and Centre programs. The role supports each internal business unit to function effectively within the Office's policy frameworks and legislative and regulatory requirements. The Operations Manager is responsible for delivering high quality customer centric programs and services and leading the site leadership team.

Key accountabilities

- Provide values-based leadership to Office of Sport staff and stakeholders in the delivery and co-delivery of activities which improve access to sport and recreation for the community.
- Manage the effective and efficient functioning of the Centre, ensuring that staffing requirements, resources, operational hours and facility availabilities across a range of services are commensurate with demand.
- Lead the development of new and innovative programs and services delivered at the Centre, ensuring that staff expertise, resources and equipment enable the delivery of high quality, contemporary sport and active recreation experiences.
- Manage facilities at the Centre, ensuring that a planned program of capital works and life cycle maintenance to promote contemporary facilities that are modern, safe and accessible.
- Develop and implement strategies to ensure high standards of customer service are delivered in Centre programs and service.
- Develop and manage business plans and budgets to meet strategic business priorities across the range of services and facilities provided at the Centre
- Lead and guide the site leadership team to deliver on business priorities and strategic intent

- Work closely with the Business Development Manager to ensure seamless integration of future strategies are implemented in an efficient and effective manner.
- Ensure strategies align to best practice and manage risk across a broad remit of program activities, facility maintenance and catering functions.

Key challenges

- Managing competing priorities in a high volume and dynamic environment.
- Leading and developing a team of staff to achieve high quality customer service.
- Maintaining currency of innovative approaches and best practice in community sport and active recreation program design and delivery.
- Maximising participation in programs and activities and financial returns for the Centre.

Key relationships

Internal

Who	Why
Regional Director	<ul style="list-style-type: none"> • Provide advice and support to improve access and increase participation in the region. • Contribute as a member of the Regional Leadership team
Business Development Manager	<ul style="list-style-type: none"> • Work closely and collaboratively to deliver future and business growth strategies
Centre and Regional Staff	<ul style="list-style-type: none"> • Develop and lead a team to delivery high quality facilities and services • Support the implementation of business plans • Ensure planning and facility/service delivery in an efficient and effective manner
Corporate Services Group	<ul style="list-style-type: none"> • Provide information and advice on risk, finance, human resources, communications and other organisational activities

External

Who	Why
Key stakeholders	<ul style="list-style-type: none"> • Provision of quality services and facilities • Promote utilisation • Support business opportunities and initiatives for the Centre

Role dimensions

Decision making

The Operations Manager has a significant level of autonomy regarding decision making required to manage the operations of the Centre.

Decisions on matters outside the Manager's accountabilities and on issues that are contentious or sensitive and may impact on the reputation of the Office of Sport are escalated to the Regional Director.

Reporting line

Regional Director

Direct reports

Program Coordinator
Facilities Coordinator
Catering Coordinator
Administration and Finance Officer

Budget/Expenditure

Financial delegation up to \$50,000

Essential requirements

- Current Working with Children Check (WWCC) Clearance Current
- Class C Drivers licence
- National Criminal Records Check

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.

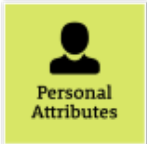
The capabilities are separated into focus capabilities and complementary capabilities

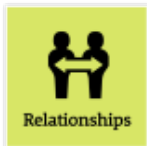
Focus capabilities

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">• Keep up to date with relevant contemporary knowledge and practices• Look for and take advantage of opportunities to learn new skills and develop strengths• Show commitment to achieving challenging goals• Examine and reflect on own performance• Seek and respond positively to constructive feedback and guidance• Demonstrate and maintain a high level of personal motivation	Adept

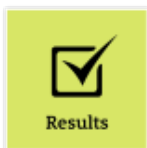


Commit to Customer Service

Provide customer-focused services in line with public sector and organisational objectives

- Take responsibility for delivering high-quality customer-focused services
- Design processes and policies based on the customer's point of view and needs
- Understand and measure what is important to customers
- Use data and information to monitor and improve customer service delivery
- Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers
- Maintain relationships with key customers in area of expertise
- Connect and collaborate with relevant customers within the community

Adept

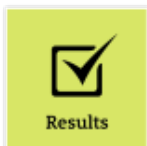


Plan and Prioritise

Plan to achieve priority outcomes and respond flexibly to changing circumstances

- Consider the future aims and goals of the team, unit and organisation when prioritising own and others' work
- Initiate, prioritise, consult on and develop team and unit goals, strategies and plans
- Anticipate and assess the impact of changes, including government policy and economic conditions, on team and unit objectives and initiate appropriate responses
- Ensure current work plans and activities support and are consistent with organisational change initiatives
- Evaluate outcomes and adjust future plans accordingly

Adept



Think and Solve Problems

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

- Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence
- Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience
- Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience
- Seek contributions and ideas from people with diverse backgrounds and experience
- Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness
- Identify and share business process improvements to enhance effectiveness


Adept

	Procurement and Contract Management Understand and apply procurement processes to ensure effective purchasing and contract performance	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Define and clearly communicate roles, responsibilities and performance standards to achieve team outcomes • Adjust performance development processes to meet the diverse abilities and needs of individuals and teams • Develop work plans that consider capability, strengths and opportunities for development • Be aware of the influences of bias when managing team members • Seek feedback on own management capabilities and develop strategies to address any gaps • Address and resolve team and individual performance issues, including unsatisfactory performance, in a timely and effective way • Monitor and report on team performance in line with established performance development frameworks 	Adept
	Inspire Direction and Purpose Communicate goals, priorities and vision, and recognise achievements	<ul style="list-style-type: none"> • Promote a sense of purpose, and help the team to understand the strategic direction of the organisation and the needs of customers and stakeholders • Translate broad organisational strategy and goals into tangible team goals and explain the links for the team • Ensure that team objectives and outcomes lead to the implementation of government priorities and create value for customers and stakeholders • Work to remove barriers to achieving goals 	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	Adept
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Advanced
	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Adept
	Work Collaboratively	Collaborate with others and value their contribution	Advanced
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Adept
	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Adept
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Adept
	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Intermediate
	Project Management	Understand and apply effective planning, coordination and control methods	Adept
	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Adept
	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Intermediate