

# Role Description

## Site Manager - Penrith Whitewater Stadium

Portfolio	Department of Creative Industries, Tourism, Hospitality and Sport
Department/Agency	Office of Sport
Division/Branch/Unit	Centres and Venues
Role number	51000737
Classification/Grade/Band	Clerk Grade 9/10
ANZSCO Code	172331
PCAT Code	1*32291
Date of Approval	May 2023
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. Our work is spread across NSW, with ten Sport and Recreation Centres, five Olympic Sport Venues and offices throughout the state.

### Primary purpose of the role

The Site Manager is responsible for overseeing the operations and management of staff assigned to Penrith Whitewater Stadium, including direct service delivery of Venue programs. The role supports each internal business unit to function effectively within the Office's policy frameworks and legislative and regulatory requirements. The Site Manager is responsible for delivering high quality customer centric programs and services. The role works closely with the Venue Manager to support the effective day-to-day operations of the venue.

### 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.
- Coordinate, monitor and evaluate the development and delivery of Venue programs and services to meet specific client needs.
- Provide direction and leadership and supervision to a team of activities staff ensuring high levels of customer service.
- Contribute to business development through cultivating and managing relationships with stakeholders to secure new business and promote the Agency's services.
- Coordinate booking procedures to maximise participation rates and client satisfaction levels.
- Ensure that all activities undertaken at the Venue are in accordance with Agency Standard Operating Procedures including child protection obligation
- Coordinate communication of client booking requirements to associated functional areas including facilities, administrative services, and contracted services such as the café.

- Manage and Monitor financial performance to meet business priorities within established budget targets.
- Provide instruction, facilitation and leadership in water activities to meet agreed outcomes.

## Key challenges

- Maximising participation in activities and financial returns for the Venue.
- Managing competing priorities in a high volume and dynamic environment.
- Leading and developing a team of staff to achieve high quality customer service.

## Key relationships

### Internal

Who	Why
Venue Manager (SIRC & PWS)	<ul style="list-style-type: none"> <li>• Work closely and collaboratively to deliver future business growth strategies</li> <li>• Provide advice and support to improve access and increase participation</li> <li>• Provide leadership and support</li> </ul>

### External

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

## Role dimensions

### Decision making

The Site Manager has some autonomy regarding day to day decision making required to manage staff and the operations of the Venue.

Decisions on matters outside the Site 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 Venue Manager.

### Reporting line

Venue Manager (SIRC & PWS)

### Direct reports

Events Officer

Services Coordinator

Activities Coordinator

### Budget/Expenditure

Financial Delegation of \$50,000

## Key knowledge and experience

- Relevant tertiary qualification or equivalent knowledge, skills and experience in operational management.
- Knowledge of programs and activities as it relates to the operation and management of a venue.

## Essential requirements

- Current Working With Children Check (WWCC) Clearance.
- 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

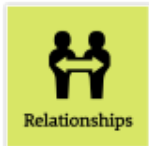
## Focus capabilities

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












	<b>Procurement and Contract Management</b> Understand and apply procurement processes to ensure effective purchasing and contract performance	<ul style="list-style-type: none"> <li>• Understand and comply with legal, policy and organisational guidelines and procedures relating to purchasing</li> <li>• Conduct delegated purchasing activities in line with procedures</li> <li>• Work with providers, suppliers and contractors to ensure that outcomes are delivered in line with time and quality requirements</li> </ul>	Intermediate
	<b>Manage and Develop People</b> Engage and motivate staff, and develop capability and potential in others	<ul style="list-style-type: none"> <li>• Define and clearly communicate roles, responsibilities and performance standards to achieve team outcomes</li> <li>• Adjust performance development processes to meet the diverse abilities and needs of individuals and teams</li> <li>• Develop work plans that consider capability, strengths and opportunities for development</li> <li>• Be aware of the influences of bias when managing team members</li> <li>• Seek feedback on own management capabilities and develop strategies to address any gaps</li> <li>• Address and resolve team and individual performance issues, including unsatisfactory performance, in a timely and effective way</li> <li>• Monitor and report on team performance in line with established performance development frameworks</li> </ul>	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	Foundational
	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	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