

Role Description

Services Officer

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|---------------------------|--|
| Cluster | Stronger Communities |
| Agency | Office of Sport |
| Division/Branch/Unit | Regional Delivery Group |
| Role number | Various |
| Classification/Grade/Band | Services Officer |
| ANZSCO Code | 899999 |
| PCAT Code | 1112292 |
| Date of Approval | 01 June 2017 |
| 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 Officer provides assistance to Centre management by monitoring and completing all maintenance work relating to the Centre grounds, buildings, equipment and vehicles, to ensure the safety, and well-being of clients

Key accountabilities

- Conduct planned and reactive maintenance of the Centre's physical assets i.e. grounds, buildings, equipment, pools and facilities ensuring compliance to work health and safety guidelines and procedures.
- Provide logistical support to Centre programs by assisting with hospitality and kitchen duties and maintenance (occasional construction) of program related plant and equipment
- Comply with relevant regulations and standards in the conduct of work activities

Key challenges

- Managing competing tasks across a number of functional areas e.g. maintenance, catering, program
- Responding to unplanned situations as they occur including potential emergencies

Key relationships

| Who | Why |
|------------------------|--|
| Internal | |
| Centre Management Team | <ul style="list-style-type: none">Operational instruction, liaison about work programs, strategic direction and planning |
| Other Centre Staff | <ul style="list-style-type: none">Coordination of work programs and activities |
| Operations | <ul style="list-style-type: none">Advice/instruction on policy and procedures |
| External | |
| Clients | <ul style="list-style-type: none">Provide basic information and direct to appropriate staff for more complex enquiries |
| Suppliers | <ul style="list-style-type: none">Receipt of goods, basic ordering of supplies |
| Contractors | <ul style="list-style-type: none">Coordination of activities, certification of work performed, operational supervision in some cases |

Role dimensions

Decision making

The Services Officer undertakes work tasks in accordance with a pre-approved plan assigned by the Services Coordinator. Services Officers are required to make decisions relating to task priorities in situations where direct supervision is not available.

Reporting line

Services Coordinator

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

- Current Class C drivers licence
- Current Working with Children Check (WWCC) Clearance
- National Criminal Records Check
- New appointees will be assessed within 3 months of appointment against the competencies required for the level to which they were appointed. These competencies are contained in the Crown Employees (Office of Sport – Services Officers) Award

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 | Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning | <ul style="list-style-type: none"> Be willing to develop and apply new skills Show commitment to completing assigned work activities Look for opportunities to learn and develop Reflect on feedback from colleagues and stakeholders | Foundational |
|  Relationships | Work Collaboratively Collaborate with others and value their contribution | <ul style="list-style-type: none"> Work as a supportive and cooperative team member, sharing information and acknowledging others' efforts Respond to others who need clarification or guidance on the job Step in to help others when workloads are high Keep the team and supervisor informed of work tasks Use appropriate approaches, including digital technologies, to share information and collaborate with others | Foundational |
|  Results | Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions | <ul style="list-style-type: none"> Ask questions to explore and understand issues and problems Find and check information needed to complete own work tasks Identify and inform supervisor of issues that may have an impact on completing tasks Escalate more complex issues and problems when these are identified Share ideas about ways to improve work tasks and solve problems Consider user needs when contributing to solutions and improvements | Foundational |
|  Business Enablers | Project Management Understand and apply effective planning, coordination and control methods | <ul style="list-style-type: none"> Understand project goals, steps to be undertaken and expected outcomes Plan and deliver tasks in line with agreed project milestones and timeframes Check progress against agreed milestones and timeframes, and seek help to overcome barriers | Foundational |

- Participate in planning and provide feedback on progress and potential improvements to project processes

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 |
|  Personal Attributes | Display Resilience and Courage | Be open and honest, prepared to express your views, and willing to accept and commit to change | Foundational |
| | Act with Integrity | Be ethical and professional, and uphold and promote the public sector values | Foundational |
| | Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Foundational |
|  Relationships | Communicate Effectively | Communicate clearly, actively listen to others, and respond with understanding and respect | Foundational |
| | Commit to Customer Service | Provide customer-focused services in line with public sector and organisational objectives | Foundational |
| | Influence and Negotiate | Gain consensus and commitment from others, and resolve issues and conflicts | Foundational |
|  Results | Deliver Results | Achieve results through the efficient use of resources and a commitment to quality outcomes | Foundational |
| | Plan and Prioritise | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Foundational |
| | 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 |
| | Technology | Understand and use available technologies to maximise efficiencies and effectiveness | Foundational |
| | Procurement and Contract Management | Understand and apply procurement processes to ensure effective purchasing and contract performance | Foundational |