

# Role Description

## Program Officer

Agency	Office of Sport
Division/Branch/Unit	Sport & Recreation Services Group, Sport & Recreation Centre Program
Location	Various
Classification/Grade/Band	Program Officer
ANZSCO Code	452321
Role Number	Various
PCAT Code	1119192
Date of Approval	11 April 2018
Agency Website	<a href="http://www.sport.nsw.gov.au">www.sport.nsw.gov.au</a>

### Agency overview

The Office of Sport works with key sector partners to promote and deliver a vibrant and valued sport and active recreation sector that enhances the lives of the people of NSW.

The Office is responsible for planning, managing and delivering high quality venues, facilities, sport and active recreation development programs, high-performance sport, sports integrity and safety. It is also the driver for NSW sport policy and strategy, the formation and dissemination of insights and information, and the promotion of partnerships.

### Primary purpose of the role

The Program Officer is responsible for planning and delivering outdoor education and recreation programs.

### Key accountabilities

- Develop and deliver programs to meet client needs including sport and active recreation outcomes for a variety of sport, community and school groups.
- Conduct activities in accordance with Standard Operating Procedures.
- Maintain high levels of customer service and adapt service delivery styles to match client groups.
- Respond to client requests during programs including dealing with incidents and emergency situations.
- Communicate program details and client requirements to other Centre staff to ensure effective coordination of program components.
- Ensure obligations of the *Children and Young Persons (Care and Protection) Act 1998* are met in carrying out duties.

### Key challenges

- Ensuring that programs meet the specific objectives required by clients and managing the varied expectations of clients.

- Ensuring the safety of all participants in group activities.
- Maintaining current knowledge of current trends in sport and active recreation and operating standards for activities.

## Key relationships

Who	Why
<b>Internal</b>	
Program Coordinator	<ul style="list-style-type: none"> <li>• Direct Supervision</li> </ul>
Centre staff	<ul style="list-style-type: none"> <li>• Coordination and provision of services and activities</li> </ul>
Operations	<ul style="list-style-type: none"> <li>• Policy and procedural information</li> </ul>
<b>External</b>	
Client Group Coordinators	<ul style="list-style-type: none"> <li>• Liaison about programs and activities</li> </ul>

## Role dimensions

### Decision making

The Program Officer plans and delivers outdoor sport and recreation programs and makes decisions on prioritising own workload within given timeframes and in accordance with Standard Operating Procedures. The role is required to make decisions relating to safety and risk to clients in the delivery of programs and services.

Decisions on matters outside the Program Officer's accountabilities and on issues that are contentious or sensitive and may impact on the reputation of the Agency are escalated to the Program Coordinator.

### Reporting line

Program Coordinator

## Essential requirements

Degree level tertiary qualifications in a relevant field or a Certificate IV in Outdoor Recreation and relevant industry experience.

First aid qualification

Current Working with Children Check (WWCC) Clearance.

Undertake on-call responsibilities on a rostered basis during residential programs.

National Criminal Records Check.





## Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at [www.psc.nsw.gov.au/capabilityframework](http://www.psc.nsw.gov.au/capabilityframework)

### Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

## NSW Public Sector Capability Framework

Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Foundational
	Act with Integrity	Foundational
	<b>Manage Self</b>	<b>Intermediate</b>
	Value Diversity	Foundational
 Relationships	<b>Communicate Effectively</b>	<b>Intermediate</b>
	<b>Commit to Customer Service</b>	<b>Intermediate</b>
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
 Results	Deliver Results	Foundational
	Plan and Prioritise	Intermediate
	<b>Think and Solve Problems</b>	<b>Intermediate</b>
	Demonstrate Accountability	Foundational
 Business Enablers	Finance	Foundational
	Technology	Foundational
	Procurement and Contract Management	Foundational
	<b>Project Management</b>	<b>Foundational</b>

### Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
<b>Personal Attributes</b> Manage Self	Intermediate	<ul style="list-style-type: none"> <li>Adapt existing skills to new situations</li> <li>Show commitment to achieving work goals</li> <li>Show awareness of own strengths and areas for growth and develop and apply new skills</li> <li>Seek feedback from colleagues and stakeholders</li> <li>Maintain own motivation when tasks become difficult</li> </ul>
<b>Relationships</b> Communicate Effectively	Intermediate	<ul style="list-style-type: none"> <li>Focus on key points and speak in 'Plain English'</li> <li>Clearly explain and present ideas and arguments</li> <li>Listen to others when they are speaking and ask appropriate, respectful questions</li> <li>Monitor own and others' non-verbal cues and adapt where necessary</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> <li>• Prepare written material that is well structured and easy to follow by the intended audience</li> <li>• Communicate routine technical information clearly</li> </ul>
<b>Relationships</b> Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> <li>• Support a culture of quality customer service in the organisation</li> <li>• Demonstrate a thorough knowledge of the services provided and relay to customers</li> <li>• Identify and respond quickly to customer needs</li> <li>• Consider customer service requirements and develop solutions to meet needs</li> <li>• Resolve complex customer issues and needs</li> <li>• Co-operate across work areas to improve outcomes for customers</li> </ul>
<b>Results</b> Think and Solve Problems	Intermediate	<ul style="list-style-type: none"> <li>• Research and analyse information and make recommendations based on relevant evidence</li> <li>• Identify issues that may hinder completion of tasks and find appropriate solutions</li> <li>• Be willing to seek out input from others and share own ideas to achieve best outcomes</li> <li>• Identify ways to improve systems or processes which are used by the team/unit</li> </ul>
<b>Business Enablers</b> Project Management	Foundational	<ul style="list-style-type: none"> <li>• Plan and deliver tasks in line with agreed schedules</li> <li>• Check progress against schedules, and seek help to overcome barriers</li> <li>• Participate in planning and provide feedback about improvements to schedules</li> </ul>