

# Role Description

## Program Officer



Cluster	Creative Industries, Tourism, Hospitality and Sport
Department/Agency	Office of Sport
Division/Branch/Unit	Centres, Venues and Regions
Role number	Various
Classification/Grade/Band	Program Officer Level 3-12
ANZSCO Code	452321
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 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 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

## Internal

Who	Why
Program Coordinator	<ul style="list-style-type: none"><li>• Direct Supervision</li></ul>
Centre Staff	<ul style="list-style-type: none"><li>• Coordination and provisions of services and activities</li></ul>
Operations	<ul style="list-style-type: none"><li>• Liaison about programs and activities</li></ul>

## External

Who	Why
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

### Direct reports

## Essential requirements

- Degree level tertiary qualifications in a relevant field or a Certificate IV in Outdoor Recreation/Leadership and relevant industry experience.
- First aid and CPR 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](#) 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>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>Stay motivated when tasks become difficult</li> </ul>	Intermediate
	<b>Communicate Effectively</b> Communicate clearly, actively listen to others, and respond with understanding and respect	<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 to gain an understanding and ask appropriate, respectful questions</li> <li>Promote the use of inclusive language and assist others to adjust where necessary</li> <li>Monitor own and others' non-verbal cues and adapt where necessary</li> <li>Write and prepare material that is well structured and easy to follow</li> <li>Communicate routine technical information clearly</li> </ul>	Intermediate
	<b>Commit to Customer Service</b> Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none"> <li>Focus on providing a positive customer experience</li> <li>Support a customer-focused culture in the organisation</li> <li>Demonstrate a thorough knowledge of the services provided and relay this knowledge 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>Cooperate across work areas to improve outcomes for customers</li> </ul>	Intermediate
	<b>Think and Solve Problems</b> Think, analyse and consider the broader context to develop practical solutions	<ul style="list-style-type: none"> <li>Identify the facts and type of data needed to understand a problem or explore an opportunity</li> <li>Research and analyse information to make recommendations based on relevant evidence</li> <li>Identify issues that may hinder the completion of tasks and find appropriate solutions</li> <li>Be willing to seek input from others and share own ideas to achieve best outcomes</li> <li>Generate ideas and identify ways to improve systems and processes to meet user needs</li> </ul>	Intermediate



## Project Management

Understand and apply effective planning, coordination and control methods

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

Foundational

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