

<b>Job title:</b> Recreation Services Officer	
<b>Classification:</b> Band 5	<b>Effective Date:</b> February 2024
<b>Reports to:</b> Coordinator Active Communities	<b>Tenure:</b> Permanent – Full Time

### About Us:

At Whitehorse City Council, community is at the heart of everything we do.

We aspire to be a healthy, vibrant, prosperous and sustainable community. We enable this through strong leadership and community partnerships.

We strive to stay ahead of evolving changes and needs of our community.

Our five key principles empower our employees to be innovative and provide an excellent customer experience. We are a resilient organisation where everyone belongs.



### CREATe - Our Values and Behaviours:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. Our employees 'live' these shared values. In living these values, we also ensure that everyone has a voice and that everyone matters.

#### Collaboration

We work flexibly together to achieve outcomes and solve problems.

#### Respect

We actively listen, value diversity and care.

#### Excellence

We adapt, respond, learn and grow.

#### Accountability

We take responsibility and follow through on our promises.

#### Trust

We act with integrity and are empowered to make decisions.

City of Whitehorse is a culturally and linguistically diverse community. We are proud of the diversity of our workforce and recognise the strength this provides in meeting the needs of our community. We are committed to upholding a safe, inclusive and respectful workplace that values the contribution of all.

Whitehorse City Council is committed to being a child safe organisation. We recognise our responsibilities to keep children and young people safe from harm and have established policies, procedures and training to achieve these commitments.

## Goal Statement

The Leisure and Recreation Services Department's mission is to empower, activate and connect our community.

The position provides advice and support to the various sporting and recreational clubs for the use of recreational facilities within the City of Whitehorse and facilitates the planning and development of recreation resources and opportunities for the Whitehorse community.

## Key Responsibilities

### *Position Specific Responsibilities*

- Liaise with and develop effective working relationships with key internal and external stakeholders such as sporting and recreational clubs in the provision of advice and management of recreation projects.
- Provide advice to sporting and recreational clubs on Council related matters as required.
- Manage the stakeholder consultation processes for smaller recreation-based initiatives and capital works projects.
- Administer procedural systems for the use of Council owned recreation resources.
- Process and administer the seasonal booking of sports fields and associated facilities.
- Manage and administer various sport and recreation lease agreements or related documented arrangements as required.
- Support the delivery of development opportunities to educate and develop the capacity of local clubs and associations throughout the municipality (including the provision of initiatives ancillary to the sporting activity).
- Plan and facilitate the development of new recreational opportunities and initiatives in consultation with the Coordinator Active Communities.
- Co-ordinate the completion of operational recreation projects from the planning phase through to project implementation.
- Provide specialist advice and input into various Council activities and programs as directed by the Coordinator Active Communities.
- Provide excellent customer service to both internal and external stakeholders.
- Any other relevant duties as directed.

### *Corporate Responsibilities*

- Adherence to all Corporate Policies, Procedures and the Overarching Principles in the current Whitehorse City Council Collective Agreement.

- To understand and adhere to the Risk Management Policy (as it relates to the employees work area) and related procedures that are designed to minimise injury and/or loss to individuals, assets and equipment.
- Reporting of any matters that may impact on the safety of Council employees or citizens, assets and equipment.

## Accountability and Extent of Authority

**Budget:** Nil.

**Staff responsibility:** Supervises consultants, contractors and student placements as required.

## Decision Making

The position includes some regulated activities which must be completed. However, work may involve problem solving using guidelines, professional/technical knowledge or experience. Some creativity and originality may be required. Guidance and advice is always available. Freedom to act set by clear objectives and/or budgets, frequent consultation and regular reporting and supervision.

## Specialist Knowledge and Skills

Certificates/Licences and Experience:

- Experience working in the same/similar stakeholder management roles.
- Tertiary qualifications or significant working knowledge in Leisure, Recreation, Sports Management or a related field.
- An understanding of the sporting and recreation club environment and/or volunteers including facility scheduling/allocations.
- Understanding and commitment to community planning principles.
- Ability to analyse and interpret information regarding sporting and recreational club trends, events and activities.
- A valid Victorian driver's licence.
- Satisfactory National Criminal History Check.
- Working with Children Check.

## Qualifications and Experience

Technology:

- Competency to operate and retain information within a number of mainstream computer-based applications (customer relationship management systems etc).
- High-level skills in MS Office.

## Interpersonal Skills

- Extensive empathetic communication skills to enable interaction with staff, members of the public and various external parties, including conflict resolution experience.
- Successful applicant must have a clear understanding of the necessity to support team objectives before individual goals.
- Ability to work in a political environment, dealing with sensitive information and community groups.
- The successful applicant must have the ability to present correspondence in a clear, succinct and considered way, tailored to different audiences.

### Key Relationships:

- Works closely with the Coordinator Active Communities, Leisure and Recreation Services officers, Sportsfield and Facilities Maintenance Teams, other Department team members, staff and management across the organisation.
- Required to maintain professional relationships with sporting clubs, community recreation groups, sport and recreation associations and other external bodies.

## Leadership/Management Skills

- Ability to build productive working relationships with the community and throughout the organisation in order to facilitate the completion of various recreation projects.
- Ability to prioritise and manage a variety of tasks concurrently.
- An understanding of the role and impact of local government in the provision of recreation services.

## Other Attributes (Desirable)

- Experience working in same/similar customer-facing roles.
- Community sport and recreation experience as a participant, volunteer, coach, administrator or other officer.
- Knowledge of project management processes and experience in managing projects within time and budget constraints.
- Demonstrated recreation planning experience and understanding of the community consultation process.
- Experience in managing allocations for sports fields and facilities – assessing demand, prioritising applications.
- Knowledge of Outlook, Excel and Ungerboeck (or similar booking system).

## Key Selection Criteria

1. Experience working in the similar stakeholder management roles.

2. Tertiary qualifications or significant working knowledge in Leisure, Recreation, Sports Management or a related field and demonstrated knowledge and experience of the sporting and recreational club environments and/or volunteers.
3. Demonstrated ability to prioritise a number of projects and tasks in a busy and demanding role
4. Highly developed empathetic customer service and stakeholder management skills, including conflict resolution experience.
5. Demonstrated experience in reviewing/developing and implementing operational processes.
6. Demonstrated ability to show initiative and be a positive contributor to workplace culture and team performance.

## Physical Requirements

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
<b>Kneeling/Squatting</b> Tasks involve flexion/bending at the knees, ankle, and waist in order to work at low levels.		Performed Sometimes	
<b>Hand/Arm Movement</b> Tasks involve use of hand/arms		Performed Sometimes	
<b>Bending/Twisting</b> Tasks involve forward or backward bending or twisting at the waist.		Rarely Performed	
<b>Standing</b> Tasks involve standing in an upright position		Performed Sometimes	
<b>Reaching</b> Tasks involve reaching above head, and above and equal to shoulder height		Performed Sometimes	
<b>Walking</b> Tasks involve walking on slopes and walking whilst pushing/pulling objects		Performed Sometimes	
<b>Lifting/Carrying</b> Tasks involve raising, lowering and moving objects from one level position to another		Performed Sometimes	
<b>Pushing/Pulling</b> Tasks involve pushing/pulling away, from and towards the body		Rarely Performed	

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	<i>Comments</i>
<b>Keyboard Duties</b> Tasks involve sitting at workstation and using computer.		Performed Often	
<b>Satisfactory Vision</b> Standard of vision required equal to that required for driver's licence		Performed Sometimes	

**Any other relevant comments:**

- Short listed candidates may be required to attend a pre-employment medical examination.
- The position will require working from different locations within the municipality and will be required to attend out of hours meetings.