



# Team Leader Sport Services

## POSITION PROFILE

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<b>Division</b>	Shire Services	<b>Status</b>	Full time, permanent
<b>Unit</b>	Business, Sport & Community Services	<b>Salary Grade</b>	TBA
<b>Reports to</b>	Manager Business, Sport & Community Services	<b>Reviewed</b>	September 2020

## STRATEGIC INTENT

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The aim of the Business, Sport and Community Services unit is to maintain and strengthen relationships with our community organisations, local business and sporting groups to:

- Facilitate the development of healthy, connected, caring, inclusive, resilient and liveable communities
- Provide for a prosperous community that stimulates and supports sustainable economic growth & resilience
- Activate public spaces to meet the social, economic, sporting and cultural needs of the community

The Business, Sport and Community Services unit has the following functional areas:

- Business, Events and Filming – Economic Development Strategy, tourism, 3<sup>rd</sup> party events and filming permits
- Community Services – Community Development Strategy, support, grants and programs for the Seniors, Youth, Disability, Aboriginal and Multicultural sectors in our community
- Sport Services – Sport Strategy, field allocations, sporting community partnerships and engagement, informing future sport facilities and improvements

## POSITION PURPOSE

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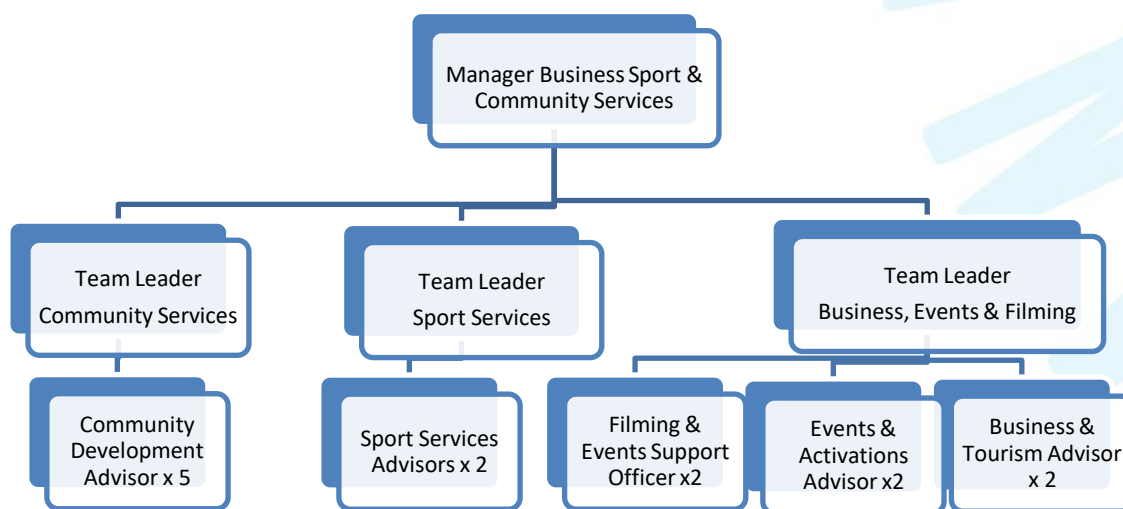
The purpose of this position is to lead and manage the Sport Services team and allocated responsibilities:

- Develop and implement strategic framework for the Sport Services portfolio that will be used to promote, inform and optimise the hire, allocation and use of Council's playing and sporting facilities
- Develop processes, policies and guidelines for the sport services portfolio
- Review, set criteria and establish benchmarks to measure performance and make recommendations for underperforming areas
- Ensure Council's sport related activities deliver value outcomes in a pro-active and efficient manner.
- Provide and deliver a central point for issues relating to sport both internally and externally
- Lead and develop relationships with sporting associations, clubs and community groups
- Lead and develop sports communication and engagement initiatives(newsletters, meetings, site visits, website, toolkits etc)

- Inform asset planning for sport, service standards and maintenance of sport assets
- Collect, analyse and benchmark Sports data and research
- Collaboratively assess Asset Infrastructure applications
- Source, communicate and support grant opportunities and applications
- Coordinate maintenance and cleaning of Synthetics, turf wickets and all hard surface assets
- Recover Utility costs
- Manage bookings and allocations for all sporting fields, tennis courts, athletics tracks etc
- Coordinate change of Season: pitch coverings, baseball diamonds, line marking, goal post installation, netting, setting floodlight timers, field surveys and cleaning

In fulfilling this purpose, the position will demonstrate strategic thinking and direction, facilitate collaborative and respectful relationships and accept personal accountability for achieving outputs.

## UNIT STRUCTURE



## POSITION OUTCOMES AND ACCOUNTABILITIES

### Operational Planning

Proactively contribute to the successful delivery of Sport Services outputs in the Community Strategic Plan, Delivery Programme, Operational Plan and Business Plan by providing expert subject matter knowledge and skills to the unit

**Strategic Management**

Develop and implement a Sport Services Strategy that reflects the needs and expectations of our growing sporting community and sets a framework for the creation of an active, safe, healthy, vibrant and liveable community covering the following key areas:

- Plan for Growth – ensure the provision and delivery of sports assets meets the needs of current and future generations of the Sutherland Shire.
- Promote Participation, Accessibility and Inclusion – encourage and provide access for people of all ages, physical abilities and interests to participate in sport improving health and wellbeing.
- Programs and Framework – Establish prioritised programs, policies and resources that will ensure optimal use and allocation of Council’s sporting assets.
- Inform collaborative Strategic Asset Management – to ensure provision, design, configuration, renewal and maintenance of our sporting assets ensure capacity and participation opportunities are maximised and are aligned to the needs of the community.
- Value for the community – determine appropriate service levels and resource allocation to meet needs and best value from sport facility investment and management

Support and engagement of sports clubs and associations – ensure sports clubs and associations are engaged, given support and information to ensure good governance, sustainable operations and effective facility planning and development

**Project Management**

Coordinate and convene relevant Council committees (e.g Sport and Active Communities)

Preparing reports, discussion papers and providing advice in relation to current and emerging open space facility needs and all matters relating to sport

**Leadership**

Provide subject matter expertise for the delivery of outputs and outcomes in relation to Council’s sport services.

Provide leadership and coaching by creating an environment oriented to trust, open communication, creative thinking, and cohesive team effort.

Lead and be responsible for delivery of all outputs and outcomes in relation to Team Core Functions, Processes and Activities by setting clear goals, standards and expectations and be accountable for the delivery of outcomes and behaviour.

**Continuous Improvement**

Identify and implement continuous improvement and enhancement of business processes and practices associated with the strategic management of the sport portfolio ensuring a high level of customer service is provided.

**Performance Management**

Proactively monitor and self-manage performance and act on constructive feedback.

**Risk Management**

Contribute to the management of the risks associated with the sport services portfolio and develop strategies to minimise the risks to Council.

<p><b>Change Management</b></p> <p>Ensure effective change management in the implementation of the Sport Strategy to ensure delivery of long-term sustainable sporting services for the community.</p>
<p><b>Resource Management</b></p> <p>Ensure effective resource management:</p> <ul style="list-style-type: none"> <li>• Finance: budget analysis, expenditure control and reporting, budget reviews</li> <li>• Assets: Advocating and recommending priorities for long term maintenance plans, assets maintenance, upgrades and renewal to ensure best value for community</li> <li>• Workforce: capability and expertise to strategically manage the portfolio</li> </ul>
<p><b>Customer Management</b></p> <p>Ensure all interactions with customers (both internal and external) align with our brand, enhance our relationships, improve customer satisfaction and inform service delivery.</p> <p>Investigate liaise and consult with sporting user groups and other stakeholders to develop good working relationships, identify problem areas and act as a conduit for relevant council departments to maintain and develop sport in the Sutherland Shire</p> <p>Lead, facilitate and participate in internal multi stakeholder working parties advocating for the sporting community and their needs</p>
<p><b>Other</b></p> <p>Any other duties within area of skill as directed.</p>

## SELECTION CRITERIA / SUCCESS PROFILE

<p><b>Qualifications, Certificates or Licences</b></p> <p><b>Experience or skills</b></p>	<p>Essential</p>	<ul style="list-style-type: none"> <li>▪ Degree in Sport Management (or relevant discipline)</li> <li>▪ A current Drivers Licence</li> </ul>
	<p>Essential</p>	<p>An ability to generate successful outcomes for Council and the community because:</p> <ul style="list-style-type: none"> <li>▪ You have superior technical knowledge in Sport with particular emphasis on those aspects relevant to Local Government</li> <li>▪ You have previous experience in developing and implementing sport strategy and policy framework</li> <li>▪ You are an articulate communicator with strong report writing and presentation skills.</li> <li>▪ You will have strong emotional intelligence and a proven ability to work collaboratively and foster effective strategic relationships with people at all levels both internally and externally.</li> <li>▪ You have strong research capabilities, can interpret and analyse a wide breadth of information and issues and develop creative solutions to complex problems.</li> </ul>

	<ul style="list-style-type: none"> <li>▪ You will think creatively by generating alternatives, visualising new possibilities, challenging assumptions and opening yourself to new information.</li> <li>▪ Have strong time management skills and an ability to manage competing deadlines and use resources in the most effective way.</li> <li>▪ You will have a proven ability to anticipate changing environments and to develop strategies to position the Council to make constructive decisions.</li> <li>▪ You will have strong leadership skills and proven ability to build a high performing team.</li> <li>▪ Have strong planning skills with a proven ability to determine and use resources in the most effective way.</li> <li>▪ You will have demonstrated relevant experience managing a sensitive, diverse, complex environment dealing with specific community interest groups, the general community and the community sector.</li> </ul>
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## CORE CAPABILITIES

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<b>Attributes</b>	<p><b>Leadership:</b> Decisive, provide clarity of direction, reflect corporate values, capacity to identify and implement change and professionalism.</p> <p><b>Goals oriented:</b> Work to achieve self-set and organisational goals, taking on challenging tasks when necessary in order to achieve them, display initiative.</p> <p><b>Tactical planning / thinking:</b> Critically examine outputs to enable successful short term (quarter / year) planning to determine what the various parts of Council must do to enable successful delivery of strategic outcomes.</p> <p><b>Communication skills:</b> Clearly and persuasively articulate complex technical and operational issues. Identify and tactfully deal with sensitive matters.</p> <p><b>Relationship management:</b> Able to build strong relationships by winning respect at all levels through sound advice, reliability and personal integrity, constructively deal with difficult issues.</p> <p><b>Team focussed:</b> Willing to be mentored, and to share skills, experience and knowledge via formal and informal collaboration with colleagues.</p> <p><b>Decision making:</b> Achieving desired outcomes by evaluating and identifying options, and involving others in decisions affecting them.</p>
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## OUR VALUES

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<b>Behaviours</b>	<p><b>Collaborative:</b> Be open and welcoming, genuinely connect to others, include others, work together as one.</p> <p><b>Achieve:</b> Be enthusiastic and optimistic, make a positive contribution, set goals to be the best you can be, deliver every day. <b>Respectful:</b> Be honest and trustworthy, do what you say you will put yourself in the other person's shoes, listen to what's important to others.</p>
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**Evolving:** Stay up to date, take on new opportunities, think creatively about solutions, be a big picture thinker.

## CORPORATE OBLIGATIONS

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<b>Employees</b>	2 direct reports.
<b>Delegations</b>	Authority to operate within the Delegations attached to the position
<b>Risk Management</b>	Managing work practices to mitigate all identified risks, identifying and reporting additional risk and threats and assist in devising strategies to mitigate these risks.
<b>Financial Management</b>	Managing budgets and expenditure, undertaking relevant checks and applying rules, regulation, process and procedures in dealing with financial matters
<b>Workplace Health and Safety</b>	Comply and co-operate with WHS policies, procedures, instructions and safe systems of work.
<b>Code of Conduct</b>	All employees are responsible for adhering to Council's Code of Conduct and the policies and procedures that support it
<b>Workplace Behaviour &amp; EEO</b>	All activities must comply with Council's Workplace Behavior Guidelines.
<b>Enterprise Content Management</b>	Comply with Council's Enterprise Content Management Determination and associated guidelines including creation of appropriate records in Council's records management system and proper custodianship of records to ensure against loss, removal or destruction
<b>Continuous Improvement</b>	Identify obsolete and inefficient practices and recommend changes where appropriate
<b>Customer Focus</b>	Championing an exceptional customer experience, and evaluating customer satisfaction in order to continually improve service delivery
<b>Procurement</b>	Activities are conducted in accordance with the Purchasing Policy and Procedures to provide transparency and cost effectiveness in procurement

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