

Job title: Program and Customer Service Coordinator	
Classification: Band 7	Effective Date: August 2023
Reports to: Manager Leisure & Recreation	Tenure: 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 to provide an excellent customer experience. We are a resilient organisation where everyone belongs.



Excellent Customer Experience and Service Delivery



Great Organisational Culture



Innovation and Continuous Improvement



Good Governance and Integrity



Long Term Financial Sustainability

We value:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. It is expected that all 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.

Goal Statement

The Leisure and Recreation Services Department's purpose is to activate and connect our community.

The position is responsible for ensuring a strong customer experience for internal and external stakeholders as well as coordinating and administering the Leisure and Recreation Services work program with a commitment to quality and continuous improvement.

Key Responsibilities

Position Specific Responsibilities

- Coordination of the Leisure and Recreation Services strategy development and capital works program and help lead the development of policies, plans, feasibility studies and master plans.
- Provide leadership, direction, training and motivation to the Leisure and Recreation team members to achieve organisational goals and objectives.
- Lead the improvement of existing conditions and processes; identifying improvement opportunities, generating ideas, and implementing solutions.
- Coordination of the Leisure & Recreation Services projects from program development through to handover of projects to internal units of Council.
- Oversee and manage the development and delivery of the leisure, recreation and open space grant/funding program.
- Key liaison contact for the Leisure and Recreation Services department both internally and externally across all projects including Councillor Updates, Councillor Requests and correspondence.
- Coordinate external project communications on behalf of the Leisure and Recreation Services department such as project updates on Council's website and with Council's internal communications team.
- Coordinate and support the development and delivery of the Leisure and Recreation Services training and development program and business planning processes.
- Track Leisure and Recreation Services corporate reporting, key performance indicators and develop reports to the Manager Leisure and Recreation Services
- Coordinate specific events that are requested to be undertaken by the Leisure and Recreation Services department.

- Support the management of Leisure and Recreation Services leisure contracts and lease, license and seasonal tenancy agreements.
- Assist with the project management and administration of leisure and recreation projects and initiatives, provide advice and assistance in identifying business improvement opportunities.
- Coordinate the ongoing planning, strategic development, implementation, supervision and evaluation of program activities undertaken in the area.
- Support the development of project management plans, project briefs, community consultation, grants and other technical documentation.
- Coordinate finance and procurement process for the department.
- Coordinate Council report schedules to ensure accurate and high quality reports are completed within timeframes.

Corporate Responsibilities

- Ensure adherence to all Corporate Policies, Procedures and the Organisational Goals and Values Principles in the current Whitehorse City Council Collective Agreement by all staff under supervision.
- Ensure the organisation is aware of and compliant with relevant statutes and legislation.
- Identify and develop changes to policy and procedure in areas of responsibility.
- Ensure that risk management principles are adopted in all decision-making processes within the team.
- Undertake identification, reporting and resolution of risk management activities (including that staff are appropriately trained) and ensure that all relevant operating procedures provide for a safe working environment.
- Apply sound financial management techniques to team budget processes.
- Provide equitable and sound supervision of staff, (including ensuring appropriate training, development and motivation) to ensure that team KRA's are met and contribute to the strategic objectives of the team.
- Ensure appropriate care and use of assets and equipment.

Authority

Budget: Provision of budgetary and project advice, monitoring and delivery of Leisure and Recreation projects within budget. The position will provide assistance

to the Manager Leisure and Recreation Services and unit coordinator in the preparation and completion of operational and capital works budgets including reporting requirements.

Staff responsibility: Responsible for management of the Senior Customer Experience and Administration Officer and the Customer Experience and Administration Officer. The position is also responsible for coordinating and liaising with contractors and consultants as required.

Decision Making:

- The position will make decisions on some regulated activities which must be completed.
- The position is generally responsible for creating a framework that will ensure projects meet relevant timeframes, budget constraints and customer expectations and there is relative flexibility in the position to ensure that this occurs.
- The ability to exercise sound judgement with minimal supervision and manage own workload is essential.
- Able to complete tasks within required timeframe and to the required standard despite conflicting pressures.
- Awareness of and compliance with Council policy and procedures and relevant industry standards is essential.

Key Relationships

- **Internal:** The position is required to maintain professional relationships with Councillors, management and staff at all levels up to and including Directors and the Chief Executive Officer and provides advice on all issues pertaining to Leisure and Recreation Services. The position is required to build strong relationships across multiple internal departments including customer service, finance, arts and cultural services, executive business support and human resources.
- **External:** The position is required to negotiate and influence and maintain a professional relationships with Government departments, community agencies, project stakeholders, steering groups, consultants, service providers, staff

associations, suppliers, community groups, sports clubs, business groups and customers.

Qualifications and Experience

- Tertiary qualifications or relevant experience in project management, program management, management, recreation or a related discipline.
- Ability to manage own time, set priorities, and achieve targets in the completion of a diverse range of activities and complete projects on time.
- Sound knowledge of trends, current issues and future opportunities in the sports and recreation industry.
- Demonstrated leadership though experience in staff supervision and training and development.
- A valid Victorian driver's licence.
- Satisfactory National Criminal History Check.
- Working with Children Check.

Technology:

- High level skills in MS Office (e.g. Outlook, Word, Excel) is essential.
- Knowledge of GIS, InfoCouncil, HPE Content Manager and Pathway are desirable.
- Competency to operate and retain information within a number of mainstream computer based applications

Interpersonal:

- Highly effective interpersonal skills, incorporating written and verbal communication, facilitation, collaboration and partnership.
- Highly effective communication, mediation and conflict resolution skills dealing with sensitive information and community groups.
- Strong administrative support skills with the ability to prepare reports and presentations in a succinct way.
- Ability to develop and maintain effective working relationships with stakeholders.
- Experience in writing grant applications, acquittal reports and other tasks associated with the administration of grant funding.

- Ability to work autonomously and in a team environment and high quality facilitation skills to drive and facilitate meetings, forums and stakeholder discussions.
- A team player with outstanding stakeholder management skills, able to work collaboratively with and through others.

Leadership/management:

- Ability to gain cooperation and assistance of other staff, the community, external agencies to discuss and resolve problems and achieve desired outcomes for the municipality.
- Ability to manage a variety of complex tasks concurrently.
- Ability to develop and implement organisational planning and design policy and contribute to the development of corporate policy.
- Proven leadership skills to manage, mentor, train and motivate team members and key stakeholders in achieving identified project outcomes and shared decision making.
- A relationship builder who strives to develop and maintain positive relationships within a political environment.

Key Selection Criteria

1. Demonstrated leadership skills and change management skills in a demanding high profile and complex environment.
2. Tertiary qualifications in Recreation, Leisure Studies, Planning, Project Management or a related discipline combined with corporate reporting, grant writing and program management experience within a Local Government context.
3. High level interpersonal and verbal / written communication skills including excellent customer service.
4. Highly developed interpersonal, facilitation, consultation, negotiation and engagement skills, and the ability to problem solve. This includes experience working with sporting clubs, community groups and local residents.
5. Ability to work in partnership, influence, educate and manage expectations of community groups and sports clubs, sporting associations and government

agencies in the provision of leisure, recreation and open space infrastructure and services.

Physical Requirements

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
Kneeling/Squatting Tasks involve flexion/bending at the knees, ankle, and waist in order to work at low levels.		Never / Rarely Performed	
Hand/Arm Movement Tasks involve use of hand/arms		Performed Sometimes	
Bending/Twisting Tasks involve forward or backward bending or twisting at the waist.		Performed Sometimes	

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
Standing Tasks involve standing in an upright position		Performed Sometimes	
Reaching Tasks involve reaching above head, and above and equal to shoulder height		Performed Sometimes	
Walking Tasks involve walking on slopes and walking whilst pushing/pulling objects		Performed Sometimes	
Lifting/Carrying Tasks involve raising, lowering and moving objects from one level position to another		Performed Sometimes	
Pushing/Pulling Tasks involve pushing/pulling away, from and towards the body		Performed Sometimes	
Keyboard Duties Tasks involve sitting at workstation and using computer.		Performed Sometimes	
Satisfactory Vision 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

This position may be required to attend out of hours meetings