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| **Cluster** | Planning & Environment |
| **Agency** | Department of Planning and Environment |
| **Division/Branch/Unit** | Place, Design and Public Spaces/ Sydney Olympic Park Authority |
| **Location** | Sydney Olympic Park |
| **Classification/Grade/Band** | Level 2 SOP Managed Venues Award |
| **ANZSCO Code**  | 899999 |
| **PCAT Code** | 1119192 |
| **Date of Approval** | January 2022 (updated from January 2020; and May 2020) |
| **Agency Website** | www.dpie.nsw.gov.au |

Agency overview

Our vision is to create thriving environments, communities and economies for the people of New South Wales. We focus on some of the biggest issues facing our state. We deliver sustainable water resource and environment management, secure our energy supply, oversee our planning system, maximise community benefit from government land and property, and create the conditions for a prosperous state. We strive to be a high-performing, world-class public service organisation that celebrates and reflects the full diversity of the community we serve and seeks to embed Aboriginal cultural awareness and knowledge throughout the department.

Sydney Olympic Park Authority are custodians of the Park (a recognised 6 Star Green Star Community), with a strong commitment to creating a vibrant, sustainable community within an unequalled destination for sport, entertainment, recreation and business and one of Australia’s largest and most diverse urban parklands.

Sydney Olympic Park Authority is part of the Place, Design & Public Spaces Division in the Department of Planning, Industry and Environment cluster of the NSW government. The Authority has four business units:

1. Commercial
2. Asset Management and Environmental Services
3. Venue Management, and
4. Place Management.

**Venue Management**

The Venue Management team is responsible for the day-to-day operations of the following sports venues and facilities that provide a diverse variety of sport, recreation and leisure activities, programs and events for the community as well as elite and high performance athlete training facilities:

* Aquatic Centre
* Archery Centre
* Athletic Centre
* Hockey Centre
* Quaycentre, Sports Halls, Satellite facilities including Tom Wills Oval, Newington Armory sports venues and Wilson Park.

Primary purpose of the role

The Pool Attendant is responsible for proactive supervision of all aquatic areas ensuring patron safety and first aid, emergency incident response procedures and efficient operation of the Aquatic Centre.

# Key accountabilities

* Implement and proactively monitor the use of facilities by public and sporting groups in accordance with the Centre’s programs and policies.
* Implement operational systems and procedures to ensure all venue operational requirements are met and maintain high standards of service delivery, venue presentation, safety and security.
* Ensure that all assets/supplies are stored securely and properly accounted for.
* Ensure potential safety issues which may cause injury or illness to staff or patrons are addressed or reported immediately.
* Provide a high level of customer service to assist in ensuring patrons comply with the Centre’s conditions of use and entry requirements.

Key challenges

* Ensuring that regular and proper maintenance of assets and facilities is carried out and maintaining sanitation and cleanliness of the Centre to required standards.
* Managing conflict situations where patron behaviour is contrary to the Centre’s conditions of use or entry requirements.
* Managing risk and safety of patrons, clients and tenants in a public venue.

Key relationships

| Who |  Why |
| --- | --- |
| **Internal** |  |
| Pool Operations Supervisors | * Escalate issues, keep informed, advise and receive instructions
* Provide regular updates on key projects, issues and priorities
 |
| Operations Team | * Ensure an integrated organisation approach/ participate in meetings to represent work group perspective and share information
 |
| SOPA staff | * Ensure an integrated organisation approach/ provide support where appropriate and share information
 |
| **External** |  |
| Venue Hirer | * Arrange and monitor the delivery of high level service for associated bookings
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| Contractors, Tenants and Clients  | * Coordination of goods and services delivery; implement venue agreements; assist in the provision of service delivery
 |
| General Public | * Promote Sydney Olympic Park through the provision of services and programs to promote Aquatic Centre usage
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# Role dimensions

## Decision making

Responsible for the quality and integrity of information. Refers matters that require a wider range of knowledge of expertise to team leader or work team. Exercises good judgement at all times.

## Reporting line

Pool Supervisor

## Direct reports

Nil

## Budget/Expenditure

Budgets and expenditure are in accordance with approved Annual Budget and financial delegations and procedures subject to project type and sponsoring business unit.

Essential requirements

* Current Senior First Aid Certificate including Advance Resuscitation
* Pool Lifeguard Qualifications recognised in NSW
* A Working with Children Check is an essential requirement for this role. The role has been identified as requiring a check in keeping with the Child Protection (Working With Children) Act 2012**.**
* A Fitness for Duty Assessment is required to be completed before commencing this role.

## Capabilities for the role

The [NSW public sector capability framework](https://www.psc.nsw.gov.au/workforce-management/capability-framework/the-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** |
| personal-attributes | **Manage Self**Show drive and motivation, an ability to self-reflect and a commitment to learning | Be willing to develop and apply new skillsShow commitment to completing assigned work activitiesLook for opportunities to learn and developReflect on feedback from colleagues and stakeholders | Foundational |
| relationships | **Commit to Customer Service**Provide customer-focused services in line with public sector and organisational objectives | Focus on providing a positive customer experienceSupport a customer-focused culture in the organisationDemonstrate a thorough knowledge of the services provided and relay this knowledge to customersIdentify and respond quickly to customer needsConsider customer service requirements and develop solutions to meet needsResolve complex customer issues and needsCooperate across work areas to improve outcomes for customers | Intermediate |
| results | **Demonstrate Accountability**Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Take responsibility for own actionsBe aware of delegations and act within authority levelsBe aware of team goals and their impact on work tasksFollow safe work practices and take reasonable care of own and others’ health and safetyEscalate issues when these are identifiedFollow government and organisational record-keeping requirements | Foundational |
| business-enablers | **Technology**Understand and use available technologies to maximise efficiencies and effectiveness | Display familiarity and confidence when applying technology used in roleComply with records, communication and document control policiesComply with policies on the acceptable use of technology, including cyber security | 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.

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| --- | --- | --- | --- |
| **Capability group/sets** | **Capability name** | **Description** | **Level** |
| personal-attributes | Display Resilience and Courage | Be open and honest, prepared to express your views, and willing to accept and commit to change | Foundational |
| personal-attributes | Act with Integrity | Be ethical and professional, and uphold and promote the public sector values | Foundational |
| personal-attributes | Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Foundational |
| relationships | Communicate Effectively | Communicate clearly, actively listen to others, and respond with understanding and respect | Intermediate |
| relationships | Work Collaboratively | Collaborate with others and value their contribution | Foundational |
| relationships | Influence and Negotiate | Gain consensus and commitment from others, and resolve issues and conflicts | Foundational |
| results | Deliver Results | Achieve results through the efficient use of resources and a commitment to quality outcomes | Foundational |
| results | Plan and Prioritise | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Foundational |
| results | Think and Solve Problems | Think, analyse and consider the broader context to develop practical solutions | Foundational |
| business-enablers | Finance | Understand and apply financial processes to achieve value for money and minimise financial risk | Foundational |
| business-enablers | Procurement and Contract Management | Understand and apply procurement processes to ensure effective purchasing and contract performance | Foundational |
| business-enablers | Project Management | Understand and apply effective planning, coordination and control methods | Foundational |