

Role Description

Manager, Delivery and Outreach

Agency	Office of Sport
Division/Branch/Unit	Sport & Recreation Services Group
Locations	Central Coast, Hunter, North Coast, Central West / Orana, New England/North West/ Far West, Illawarra Shoalhaven, Riverina Murray, South East and Tablelands
Classification/Grade/Band	9/10
ANZSCO Code	139999
Role Number	TBA
PCAT Code	1119192
Date of Approval	11 January 2019
Agency Website	www.sport.nsw.gov.au

Agency overview

The Office of Sport works with key sector partners to promote and deliver a vibrant and valued sport and active recreation sector that enhances the lives of the people of NSW.

To fulfil our mission of collaborative leadership of the sport and recreation sector in NSW, the Office is responsible for planning and facilitating high quality venues, facilities, sport and active recreation development programs, high-performance sport, sports integrity and safety. It is also the driver for NSW sport policy and strategy, the formation and dissemination of insights and information, and the promotion of partnerships.

Primary purpose of the role

The purpose of the **Manager, Delivery and Outreach** role is to ensure that sport and active recreation programs are developed and delivered in the region in a way which supports the *Office of Sport Strategic Plan 2018 - 2022* and the *Regional Sport and Active Recreation Plan 2018-2023*.

Key accountabilities

- Provide values-based leadership to Office of Sport staff and stakeholders in the delivery and co-delivery of activities which improve access to sport and recreation for the communities within the region, and increase participation of adults and children in regular sport and active recreation.
- Lead the development of new and innovative programs and services delivered at the Sport and Recreation Centre(s) in the region, ensuring that staff expertise, resources and equipment enable the delivery of high quality, contemporary sport and active recreation experiences.
- Manage facilities at the Sport and Recreation Centre(s) in the region, ensuring that a planned program of capital works and life cycle maintenance keep the Centres modern, safe and accessible.
- Partner with regional stakeholders (clubs, regional sporting associations, state sporting organisations, local councils, active recreation organisations and regional academies of sport) to co-deliver activities

and programs which provide accessible entry points and “on ramps” to sport and active recreation opportunities, with a particular focus on under-represented groups.

- Develop and implement strategies to increase participation in Sport and Recreation Centre programs and utilisation of Centre facilities by the community.

Key challenges

- Keeping abreast of innovative approaches and best practice in community sport and active recreation program design and delivery.
- Maximising participation in programs and activities delivered at Sport and Recreation Centre(s) and regional facilities.
- Establishing and maintaining networks and relationships to assist with identifying new delivery opportunities for regional programs and activities.

Key relationships

Who	Why
Internal	
Regional Director and Regional Manager	<ul style="list-style-type: none"> • Provide advice and support to improve access and increase participation in the region. • Contribute as a member of the Regional Leadership team
Regional Staff	<ul style="list-style-type: none"> • Provide values-based leadership and management
Sport Development Group	<ul style="list-style-type: none"> • Collaborate on sector and state wide strategies
Corporate Services Group	<ul style="list-style-type: none"> • Provide information and advice on risk, finance, human resources, communications and other organisational activities
External	
Sporting Organisations (SSOs, Regional Sport Associations, Clubs) Active Recreation Organisations Local Councils Government Agencies Non-Government Organisations Tertiary institutions and schools Regional Academy of Sport	<ul style="list-style-type: none"> • Collaboration on delivery of programs which support the outcomes of the <i>Regional Sport and Active Recreation Plan 2018-2023</i>

Role dimensions

Decision making

The Manager, Delivery and Outreach has a significant level of autonomy regarding decision making required to develop and deliver programs in the region.

Decisions on matters outside the Manager’s accountabilities and on issues that are contentious or sensitive and may impact on the reputation of the Office of Sport are escalated to the Regional Manager.

Reporting line

Regional Manager

Direct reports

Team Leader, Program Delivery

Team Leader, Site Services

Budget/Expenditure

Financial delegation up to \$50,000

Essential requirements

Current Working with Children Check (WWCC) Clearance

Current Class C Drivers licence

National Criminal Records Check






Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework

Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Intermediate
	Act with Integrity	Adept
	Manage Self	Adept
	Value Diversity	Advanced
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Adept
	Work Collaboratively	Advanced
	Influence and Negotiate	Adept
 Results	Deliver Results	Adept
	Plan and Prioritise	Adept
	Think and Solve Problems	Adept
	Demonstrate Accountability	Adept
 Business Enablers	Finance	Intermediate
	Technology	Intermediate
	Procurement and Contract Management	Intermediate
	Project Management	Adept
 People Management	Manage and Develop People	Adept
	Inspire Direction and Purpose	Adept
	Optimise Business Outcomes	Adept
	Manage Reform and Change	Intermediate

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes		
Value Diversity	Advanced	<ul style="list-style-type: none"> Encourage and include diverse perspectives in the development of policies and strategies Leverage diverse views and perspectives to develop new approaches to delivery of outcomes Build and monitor a workplace culture that values fair and inclusive practices and diversity principles Implement methods and systems to ensure that individuals can participate to their fullest ability Recognise the value of individual differences to support broader organisational strategies

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Relationships Commit to Customer Service	Adept	<ul style="list-style-type: none"> • Take responsibility for delivering high quality customer-focused services • Understand customer perspectives and ensure responsiveness to their needs • Identify customer service needs and implement solutions • Find opportunities to co-operate with internal and external parties to improve outcomes for customers • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant stakeholders within the community
Relationships Work Collaboratively	Adept	<ul style="list-style-type: none"> • Encourage a culture of recognising the value of collaboration • Build co-operation and overcome barriers to information sharing and communication across teams/units • Share lessons learned across teams/units • Identify opportunities to work collaboratively with other teams/ units to solve issues and develop better processes and approaches to work
Results Plan and Prioritise	Adept	<ul style="list-style-type: none"> • Take into account future aims and goals of the team/unit and organisation when prioritising own and others' work • Initiate, prioritise, consult on and develop team/unit goals, strategies and plans • Anticipate and assess the impact of changes, such as government policy/economic conditions, on team/unit objectives and initiate appropriate responses • Ensure current work plans and activities support and are consistent with organisational change initiatives • Evaluate achievements and adjust future plans accordingly
Business Enablers Project Management	Adept	<ul style="list-style-type: none"> • Prepare clear project proposals and define scope and goals in measurable terms • Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements • Prepare accurate estimates of costs and resources required for more complex projects • Communicate the project strategy and its expected benefits to others • Monitor the completion of project milestones against goals and initiate amendments where necessary • Evaluate progress and identify improvements to inform future projects
People Management Manage and Develop People	Adept	<ul style="list-style-type: none"> • Define and clearly communicate roles and responsibilities to achieve team/unit outcomes • Negotiate clear performance standards and monitor progress

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none">• Develop team/unit plans that take into account team capability, strengths and opportunities for development• Provide regular constructive feedback to build on strengths and achieve results• Address and resolve team and individual performance issues, including unsatisfactory performance in a timely and effective way• Monitor and report on performance of team in line with established performance development frameworks
