Role Description
Team Leader Program Delivery

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	Clerk Grade 7/8
ANZSCO Code	511112
Role Number	
PCAT Code	1119192
Date of Approval	
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.

The Office is responsible for planning, managing and delivering 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 Team Leader Program Delivery role is to coordinate the development, delivery and co-delivery of sport and active recreations programs in the region's Sport and Recreation Centre (the Centre) and in regional communities which support the *Office of Sport Strategic Plan 2018 - 2022* and the *Regional Sport and Active Recreation Plan 2018-2023.*

Key accountabilities

- Actively contribute to the Regional leadership team and provide value-based leadership to program delivery staff to support the delivery of activities and programs at the Centre and in regional communities.
- Coordinate, monitor and evaluate the development, and delivery of new and innovative programs and services including school and holiday programs and customise programs to meet specific client needs.
- Establish partnerships with government and non-government organisations to enhance Regional contribution to community development.
- Plan and deliver strategies to increase participation in Centre programs and to optimise utilisation of centre facilities.
- Ensure high standards of customer service are delivered in Centre programs and services.
- Coordinate programs and services ensuring that staff expertise, resources and equipment enable the delivery of high quality, contemporary sport and active recreation experiences.
- Support the delivery of sector and organisational strategies and plans in conjunction with internal and external stakeholders, for example Active Kids, Child Safe Environments and the Duke of Edinburgh Award

- Monitor the delivery of programs and services to ensure that regulatory and policy requirements are met e.g. Child Safety, Standard Operating Procedures, WHS

Key challenges

- Keeping abreast of innovative approaches and best practice in sport and active recreation program design and delivery.
- Maintaining currency with trend in the education sector, particularly relating to physical activity, health and wellbeing
- Maximising utilisation of the Centres and participation in programs they offer
  Effective allocation of resources to support high quality service delivery

Key relationships

Who	Why
Internal	
Manager Delivery and Outreach	- Provide advice and support to improve access and increase utilisation of the Centre. - Contribute as a member of the Centre Leadership team
Manager, Partnerships and Projects	- Provide advice and support in the development and delivery of regional programs - Identify and develop projects
Other Centre staff	Coordinate all components of service delivery requirements
Bookings/ reservation team	Provide advice about availability and suitability of Centre and maximise utilisation
SRS Group Operations team	Provide information and advice on risk, policy and procedure and other organisational activities
External	
Schools Sporting Organisations *(SSOs, Regional Sport Associations, Clubs)* Active Recreation Organisations Community groups booking Centre facilities	- Collaboration on development, delivery of programs and services and access to facilities

Role dimensions

Decision making

The Team Leader Program Delivery has a significant level of autonomy regarding decision making required to deliver day to day services and meet client expectations at the Centre and regional communities

Decisions on matters outside the Team Leader'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 Manager Delivery and Outreach

Reporting line

Manager Delivery and Outreach

Direct reports

Program Officers and Development Officers

Budget/Expenditure

Financial delegation up to $25,000

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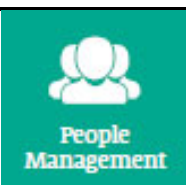
Essential requirements

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	Intermediate
	Manage Self	**Adept**
	Value Diversity	Intermediate
Relationships	**Communicate Effectively**	**Adept**
	Commit to Customer Service	**Adept**
	Work Collaboratively	**Intermediate**
	Influence and Negotiate	Intermediate
Results	**Deliver Results**	**Adept**
	Plan and Prioritise	**Intermediate**
	Think and Solve Problems	Adept
	Demonstrate Accountability	Adept
Business Enablers	Finance	Intermediate
	Technology	**Intermediate**
	Procurement and Contract Management	Intermediate
	Project Management	Intermediate
People Management	**Manage and Develop People**	**Intermediate**
	Inspire Direction and Purpose	Foundational
	Optimise Business Outcomes	Intermediate
	Manage Reform and Change	Foundational

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	Adept	• Look for and take advantage of opportunities to learn new skills and develop strengths

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NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Manage Self		• Show commitment to achieving challenging goals • Examine and reflect on own performance • Seek and respond positively to constructive feedback and guidance • Demonstrate a high level of personal motivation
Relationships Communicate Effectively	Adept	• Tailor communication to the audience • Clearly explain complex concepts and arguments to individuals and groups • Monitor own and others' non-verbal cues and adapt where necessary • Create opportunities for others to be heard • Actively listen to others and clarify own understanding • Write fluently in a range of styles and formats
Relationships Commit to Customer Service	Adept	• 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	Intermediate	• Build a supportive and co-operative team environment • Share information and learning across teams • Acknowledge outcomes which were achieved by effective collaboration • Engage other teams/units to share information and solve issues and problems jointly • Support others in challenging situations
Results Deliver Results	Adept	• Take responsibility for delivering on intended outcomes • Make sure team/unit staff understand expected goals and acknowledge success • Identify resource needs and ensure goals are achieved within budget and deadlines • Identify changed priorities and ensure allocation of resources meets new business needs • Ensure financial implications of changed priorities are explicit and budgeted for • Use own expertise and seek others' expertise to achieve work outcomes
Results Plan and Prioritise	Intermediate	• Understand the team/unit objectives and align operational activities accordingly • Initiate, and develop team goals and plans and use feedback to inform future planning • Respond proactively to changing circumstances and adjust plans and schedules when necessary • Consider the implications of immediate and longer term organisational issues and how these might impact on the achievement of team/unit goals • Accommodate and respond with initiative to changing priorities and operating environments
Business Enablers Technology	Intermediate	• Apply computer applications that enable performance of more complex tasks • Apply practical skills in the use of relevant technology • Make effective use of records, information and knowledge management functions and systems

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
		• Understand and comply with information and communications security and acceptable use policies • Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies
People Management Manage and Develop People	Intermediate	• Ensure that roles and responsibilities are clearly communicated • Collaborate on the establishment of clear performance standards and deadlines in line with established performance development frameworks • Develop team capability and recognise and develop potential in people • Be constructive and build on strengths when giving feedback • Identify and act on opportunities to provide coaching and mentoring • Recognise performance issues that need to be addressed and work towards resolution of issues

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**