

POSITION DESCRIPTION

CENTRE OPERATIONS SUPPORT OFFICER THE LIGHTS AND LEFEVRE

Our City Vision:

Port Adelaide Enfield is a welcoming, liveable City: made by people.

Our Goals

Thriving Community	Prosperous Economy	Clean And Green City	Places For People
<i>A City where people have the opportunity to connect and flourish</i>	<i>A City with a thriving economy that enriches its local community</i>	<i>A City that values its natural environment</i>	<i>An accessible City where people love to be</i>

Organisational Capability:

Our diverse workforce is resourced to deliver meaningful outcomes.
Our systems, processes and tools are contemporary and reflect leading practice.
Our assets and finances are managed with good stewardship.

We value our constructive workplace culture:

That is supportive, takes on challenges, seizes opportunity, builds great relationships and is proud of what we deliver for our diverse community. We inspire people to be creative, grow and learn. We place no limits on what we can achieve.

Our Organisational Values

Make a Difference	Grow & Improve	Better Together
We serve our community well	We improve our work everyday	We collaborate & create to deliver meaningful outcomes
• Deliver public good • Improve the quality of people's lives • Community focussed • Deliver Council's City Plan	• Innovate • Continuously improve • Problem solve • Adapt & change • Engage the community • Shape the future	• Trust, honesty, integrity • Care & support each other • Work as a team • We celebrate success • We are accountable • Open communication

POSITION DESCRIPTION



The position is:

Position Title	Centre Operations Support Officer – The Lights and Lefevre		
Department & Section	Community Development – Community Wellbeing		
Team	Active Living		
Reporting to	Centre Operations Officer		
Positions Reporting to it	Nil		
Classification and Stream	MOA Level 3		
Position Number	5132	Prescribed Position:	YES ☒ NO ☐

How does this position contribute to our community?

The Centre Operations Support Officer (COSO) plays a crucial role in connecting the community to the Lights and Lefevre Community and Sports Centres programs and services. Delivering a high standard of customer service, the COSO will ensure that the community are provided with a consistent and supportive environment, empowering the community to be active, connected and participate in community life. Proactively supporting the vision of the Lights and Lefevre.

“The Lights and Lefevre is about people, wellbeing, and community”

What does the position do?

- Lead interactions with customers, providing a caring and welcoming experience, and ensuring the community, clubs and groups are provided with the support required to achieve their goals.
- Support the Centre Operations Officer in implementing systems that establish consistent operational procedures designed to support The Lights and Lefevre..
- Support the rostering of The Lights and Lefevre operational team to ensure the operational needs of the facilities are met.
- Support the general day to day operations for The Lights and Lefevre..
- Support the health and safety checks of the building and grounds, addressing identified safety concerns to ensure the safety of staff, volunteers and the community.
- Accept payments from facility users through point-of-sale software, this includes register balancing and processing purchase orders/invoices.
- Ensure The Lights and Lefevre are welcoming and inclusive spaces where everyone feels physically, culturally, and emotionally safe
- Support the provision of a strong and effective customer experience that builds community connections, creates a sense of belonging, and is empowering.
- Deliver contact resolution for the community, groups, and clubs who are active users of The Lights and Lefevre, whilst ensuring interactions and connections with the community are nurtured, meaningful and sustainable.
- Coordinate bookings for both facilities, relating to activities, programs, and court usage for general bookings.
- Build and maintain relationships with groups and stakeholders to understand their needs and address any issues of concern.
- Support the Centre Operations Officer in maintaining the stakeholder and community facility seasonal bookings request and invoicing.
- Providing support to the Centre Operations Officer regarding financial performance and data analysis through reporting to ensure budgets are met and KPIs are achieved for The Lights and Lefevre.

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- Contribute to a high performing Active Living team
- Provide effective instructions, direction and support to the Lights and Lefevre visitors
- Working across both The Lights and Lefevre.
- Work some out of hours, evenings, and weekends to support the operational requirements of The Lights and Lefevre.
- Other reasonable duties as required

What outcomes does the position deliver?

- A welcoming environment is created that supports the community to be active, connected and participate in community life.
- The community is connected to The Lights and Lefevre
- Operations of The Lights and Lefevre are efficient and effective.
- A high standard of customer service is delivered, aligned to PAE's Customer Experience Principles.
- The vision of the Lights and Lefevre Community is supported, delivery of its operational framework and achievement of its KPIs.
- A high-performing Customer Service team.

The behaviours we expect the position to contribute to our workplace are:

- Effective communication and information sharing
- Customer focused and passionate about delivering for our community
- Alignment to PAE Values and Code of Conduct
- Interpersonal skills that build good work relationships
- Sound problem solving, innovative thinking and informed decision making
- Enthusiasm to complete tasks
- A commitment to personal development and improvement
- Adaptability and flexibility to new ideas and concepts

Qualifications for the position

- A tertiary qualification, or comparable experience, in sport, recreation, fitness, allied health, or related industry.
- A current senior first aid certificate or willingness to complete (essential).
- A current Working with Children Check (WWCC) or willingness to undergo screening prior to employment (essential).
- Child Safe Environments Training, or willingness to complete (essential).

Experience

- Demonstrated experience in a customer service setting is desirable.
- Management of day-to-day operations of community facilities including bookings, WHS, community enquiries, and activity/program support.
- Working with or within an indoor sport and recreational facility is desirable.
- Operating a point of sale (including cashiering) software (Xplor Recreation).
- Demonstrated interest in working with people from diverse cultural backgrounds, ages, and levels of physical ability.
- Working with community and sports groups.

Knowledge

- General operational knowledge of sport, recreation, and leisure facilities.

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- Contemporary trends in community sport.
- Familiarity with equipment requirements, for a diverse range of sports and recreation activities.
- Sound knowledge of processes, governance, and procedures within Community & Sports Centres.
- Exceptional knowledge of principles and practices of volunteer management.
- Knowledge of roles, services and functions provided by the Council.

Information Management/Cyber Security

- Appropriate information management practices are implemented.
- Maintain knowledge and application of Council's IT systems relevant to role.
- Maintain a working understanding of and follow Council's cyber security controls.

Child and Vulnerable People Safe Environment

- A child and vulnerable people safe environment is maintained and promoted.
- Promote protection, safety and wellbeing of children and other vulnerable people.

Our Safety and Return to Work Commitments

All Employees

- Take reasonable care for their own health and safety.
- Take reasonable care that their acts or omissions do not adversely affect the health and safety of other persons.
- Comply, so far as reasonably able, with any reasonable instruction that is given to ensure their safety.
- Co-operate with any reasonable WHS policy or procedure relevant to their work.
- Participate in the RTW process if injured at work as set out in the Return-to-Work Act 2014.

Employee Signature: _____

Print Name: _____

Date: _____