



# POSITION DESCRIPTION

<b>Position Title</b>	Programs Officer
<b>Position Code</b>	7221
<b>Directorate</b>	Corporate & Leisure
<b>Work Group</b>	Wangaratta Sports & Aquatic Centre
<b>Position Classification</b>	Band 3
<b>Effective Date</b>	July 2025

## Our Vision

The Rural City of Wangaratta prides itself on being a community that is connected, sustainable and contemporary. We provide our community with diverse opportunities to participate in the arts, sport and recreation, and in cultural events and programs to bring them together to connect and celebrate the great place in which we live. Our staff enjoy the regional lifestyle and the benefits of a community situated within a gourmet food and wine region, with a wide range of outdoor adventure activities, and serviced by excellent education and health facilities. We live in a place where good things grow.

## Our Values

Our staff are our greatest asset. Our success comes from the everyday demonstration of our values, being:

- **Trust**, to have confidence in the character and competence of our work colleagues.
- **Respect**, to acknowledge all people as individuals with inherent worth and value.
- **Openness**, where we are frank, honest and accountable in our dealings.
- **Fairness**, so we treat colleagues and customers fairly and consistently.
- **Excellence**, to contribute to outstanding services, systems and relationships.
- **Enjoyment**, so we obtain personal satisfaction from our work and display our enjoyment in the workplace.

## 1. Position Objectives

- 1.1** To work consistently to our vision of developing the premier regional Sports, Events & Aquatics Precinct in Victoria.
- 1.2** To assist with wet and dry programs in and around WSAC, including but not limited to pools, stadium and ovals by delivering best practice delivery to schools, the community and other groups.
- 1.3** To work with the Programs Team Leader and Coordinator to deliver fun and engaging programs that are consistent in quality, positive customer experience and are administered efficiently.
- 1.4** Support the Programs Team Leader to deliver a range of wet and dry programs and

services, including birthday parties, to the Rural City of Wangaratta and WSAC, including other programs in line with improving the health, fitness and wellbeing of our community.

- 1.5** With the Programs Team Leader and Coordinator, contribute to creating and designing innovative means to engage in water safety, health, fitness and educational initiatives and enhance participation.
- 1.6** To create a welcoming and inclusive environment for all involved in our programs.

## **2 Working Relationships**

Reports to	Programs Team Leader
Supervises	Nil

## **3 Key Responsibilities**

- 3.1** Contribute to the delivery of wet and dry programs run by the RCOW and WSAC, including birthday parties, and other programs as directed by the Programs Team Leader.
- 3.2** Assist the Programs Team Leader to program pool and stadium space to optimise participation opportunities and balance user needs.
- 3.3** Assist with developing marketing initiatives, in consultation with the leadership team, to ensure strong growth in programs.
- 3.4** Ensure safe practices are implemented in and around pool deck and the stadium, and achieve child safety standards in every capacity.

## **4 Core Physical Requirements**

- 4.1** Capacity to lift items unspecified in weight within individual limits.
- 4.2** Capacity to undertake office-based activities including sitting at a desk and using a computer for extended periods.
- 4.3** Capacity to walk up and down stairs frequently.

## **5 Accountability and Extent of Authority**

- 5.1** Supporting the customer experience related to wet and dry programs.
- 5.2** Ensuring the delivery of high-quality programs to participants in accordance with Council policy and guidelines.

## 6 Judgement and Decision Making

The following outlines the extent of judgement and decision making required:

- 6.1** Solve problems in line with procedures and guidelines, through application of experience and professional knowledge and exercising discretion, initiative and creativity.
- 6.2** Authority to make decisions on routine matters relating to the programs. Issues of a politically sensitive nature must be referred to Programs Team Leader and Coordinator.
- 6.3** Position may involve improving and/or developing methods and techniques from previous experience.

## 7 Knowledge and Skills

### 7.1 Specialist Skills and Knowledge

- 7.1.1** Ability to assess situations and identify opportunities for improvement.
- 7.1.2** Understanding of stakeholder expectations and communication needs.
- 7.1.3** OH&S and emergency evacuation knowledge as it pertains to wet and dry programs.

### 7.2 Interpersonal Skills

- 7.2.1** Proven ability to work in a team environment and promote a positive work environment.
- 7.2.2** Demonstrated ability to communicate effectively and consistently in the work environment and contribute to a culture of open communication.
- 7.2.3** Demonstrated ability to assess situations and identify opportunities for improvement.
- 7.2.4** Strong verbal and written communication skills.
- 7.2.5** Ability to respond to customer complaints, de-escalate situations and provide timely resolution to issues that arise.

## 8 Qualifications and Experience

### 8.1 Experience delivering fun and engaging programs.

- 8.2** Experience working with young people and diverse groups.
- 8.3** Ability to connect and build relationships with participants.
- 8.4** Knowledge of OH&S in the aquatics, leisure and fitness industry.

**Minimum qualifications:**

- **HLTAID003** Provide first aid (able to be obtained with support upon employment)
- **HLTAID001** Provide cardiopulmonary resuscitation (able to be obtained with support upon employment)
- Pool Lifeguard (able to be obtained with support upon employment)
- Must obtain and maintain a satisfactory Working with Children Check
- Must obtain and maintain a satisfactory Police Check

**Desirable Qualifications:**

- Teacher of Swimming and Water Safety or equivalent
- Diploma in sports, leisure or recreation management or other relevant discipline

**9 Key Selection Criteria**

- 9.1** Experience delivering fun and engaging programs.
- 9.2** Ability to develop positive relationships with schools, staff and the community. Excellent communication and interpersonal skills.
- 9.3** Good time management skills and an ability to work autonomously and part of a team.
- 9.4** Ability to provide a safe environment for participants and staff.

**Authorised by: Director – Corporate & Leisure**

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**Date:**

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**Employee's Signature:**

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**Date:**

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