

POSITION DESCRIPTION

Position Title	Programs Administration Officer
Position Code	7192
Directorate	Corporate & Leisure
Work Group	Wangaratta Sports & Aquatic Centre
Position Classification	Band 5
Effective Date	January 2026

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 Precinct in Victoria.

1.3 Deliver exceptional administration to benefit the greater community and WSAC day to day productivity.

1.4 Support the greater WSAC Leadership team in all program based community initiatives inclusive of relevant administration

1.5 As a member of the Leadership Team contribute to the overall strategic and operational performance of WSAC.

1.6 Support the Centre Manager & Coordinators to promote the value of sport participation through new, innovative programming ideas and delivering high quality community outcomes.

2. Working Relationships

Reports to	Aquatic and Health Programs Coordinator
Supervises	NIL

3. Key Responsibilities

3.1 To look for, and develop, opportunities for our programs within the community.

3.2 To monitor email and phone communications and answer queries or forward on to Team Leader or Coordinator as appropriate

3.3 To provide excellent customer service, particularly to pro-actively monitor our user groups satisfaction with our service.

3.4 To ensure administrative tasks for the Programs team are completed in a timely manner.

3.5 To follow up and report on attendance and debtor data, particularly in Learn to Swim

3.6 Develop required reports and report on KPI's.

3.7 Process Learn to Swim enrolments, cancellations and class changes, including liaising with Aquatic Education Instructors regarding student progressions.

3.8 Develop marketing initiatives, in consultation with the Leadership and Marketing teams, to ensure strong growth in patronage in wet and dry programs.

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.

4.4 Capacity to meet the requirements of the Pool Lifeguarding certification.

5. Accountability and Extent of Authority

5.1 Providing support to the WSAC leadership team operational leadership to the WSAC staff team.

5.2 Together with Bookings and Administration Officer and Programs Team Leader, ensure administrative processes for the department are completed to time and budget, such as attendance data, schools invoicing and payroll support.

5.3 Ensuring the delivery of high-quality services to users in accordance with Council policy and guidelines and within budgetary constraints.

5.4 Providing accurate, up to date specialist advice to management, staff, and service users.

5.5 The position has the authority and freedom to act within established operational, policy and budgetary guidelines and the provisions of relevant Acts, regulations, and codes. The incumbent is responsible for keeping their Coordinator fully briefed on significant issues of strategic and operational importance.

6. Judgement and Decision Making.

6.1 In consultation with the Aquatic and Health Programs Coordinator, and Programs Team Leader, the incumbent is required to provide make decisions relating to the management of the programs administration within the facility including matters relating to service delivery, policy development and continuous improvement.

6.2 Solve problems in line with procedures and guidelines, through application of experience and professional knowledge.

6.3 Review and develop policies and procedures and implement quality control measures.

6.4 Authority to make decisions on all routine matters relating to the position. Issues of a politically sensitive nature must be referred to Coordinator and Precinct Manager.

6.5 Position may involve improving and/or developing methods and techniques from previous experience, guidance and advice will be available within the time available to make a choice.

7. Knowledge and Skills

7.1 Specialist Skills and Knowledge

7.1.1 Knowledge and understanding of the needs of facility users.

7.1.2 Ability to work within council systems, policies & procedures and have strong knowledge of Excel and data management.

7.1.3 The ability to write internal reports and to draft correspondence.

7.1.4 Excellent administration skills.

7.2 Management Skills

7.2.1 Ability to manage available resources to achieve service delivery to clients.

7.2.2 Ability to manage & communicate changes that affect staff and those that affect service delivery to clients.

7.2.3 Strong organisational and time management skills.

7.2.4 Ability to plan, oversee and manage small-scale projects using the relevant administration software.

7.3 Interpersonal Skills

7.3.1 Proven ability to work in a team environment and promote a positive work environment.

7.3.2 Demonstrated ability to communicate effectively and consistently with direct reports and build a culture of open communication.

7.3.3 Demonstrated ability to assess situations and events and identify opportunities for improvement.

7.3.4 Strong verbal and written communication skills.

7.3.5 Commitment to ongoing professional development.

7.3.6 Ability to respond to customer feedback, de-escalate situations and provide timely resolution to issues that arise.

8. Qualifications and Experience

8.1 Required Qualifications

- 8.1.1 Previous experience in Administration.
- 8.1.2 Experience utilising booking & client management systems.
- 8.1.3 Working with Children Check.
- 8.1.4 Must maintain a satisfactory Police Check.

8.2 Desirable Qualifications:

- 8.2.1 Cert 3 in Business Administration or similar
- 8.2.2 HLTAID003 Provide First Aid
- 8.2.3 HLTAID001 Provide Cardiopulmonary Resuscitation
- 8.2.4 Experience within the Aquatic or Sports industry

9. Key Selection Criteria

- 9.1 Recent experience in business administration.
- 9.2 Ability to prioritise and complete tasks in a timely manner, in a fast paced environment.
- 9.3 High quality team work skills
- 9.4 Well-developed communication & conflict resolution skills
- 9.5 Excellent computer skills and proficiency with digital forms, software, and programs.

Authorised by: Director – Corporate & Leisure

Date:

Employee's Signature:

Date:
