

Wangaratta Sports and Aquatic Centre

Join us and help build the Premier Sports and Events Precinct in regional Victoria

The Centre

Wangaratta Sports and Aquatic Centre has a proud history of serving the local community and looks today very different to when the original Basketball Stadium was opened in 1974. Squashcourts were added in 1987, aerobics studios in 1992 and a major redevelopment and addition of indoor pools opening in 2002. Like the Wangaratta community itself, the centre has grown and changed with the times. Today, an exciting new chapter is being written in the history of the facility. The Rural City of Wangaratta decided in December 2019 to move the operations of the facility from YMCA Victoria to an inhouse management model from 1st of November 2020, to coincide with the completion of a \$16.88 million aquatics redevelopment.

We are looking for people with positive and dynamic mindsets to join us and drive this exciting new chapter for the benefit of the local community.

Employment

This position is available with the Rural City of Wangaratta based with the Wangaratta Sports and Aquatics Centre team

POSITION DESCRIPTION

Position Title	Booking & Administration Officer
Position Code	7017
Business Unit	Community Wellbeing
Work Group	Wangaratta Sports & Aquatics Centre
Position Classification	Band 5
Effective Date	May 2021

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. In this context we have a vision to build the best sports, aquatics and events precinct in regional Victoria – bringing significant social, recreational, health and economic benefits to our community. 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

- To work consistently to our vision of developing the Premier Regional Sports & Events Precinct in Victoria.
- Responsible for all venue bookings, promoting the increased usage of these and all invoicing and enquiries administration
- Support the Customer Experience and Participation Coordinator in all program based community initiatives
- As a member of the Leadership Team, responsible for contributing to the overall strategic and operational performance of WSAC
- Support the Customer Experience and Participation Coordinator to promote the value of sport participation through new, innovate programming ideas and delivering high quality seasonal social sporting competitions.

2. Working Relationships

Reports to	Customer Experience and Participation Coordinator
Supervises	NIL

3. Key Responsibilities

- To look for, and develop, opportunities for our programming to extend inside & outside of our walls
- To maintain and administer bookings liaising with key internal stakeholders
- To provide excellent customer service to all users, but particularly to pro-actively monitor our core user's satisfaction with our service
- To ensure administrative processes for the department are completed to time and budget, such as maintenance logs, CRMS lodgement, equipment renewal
- Responsible for all invoicing, accounts and payments related to Facility bookings and liaising with Council finance team to resolve any issues
- Report on KPIs and provide venue utilisation reports
- Provide admin support to the Gymnastics Comms Officer

4. Core Physical Requirements

- Capacity to lift items unspecified in weight within individual limits.
- Capacity to undertake office-based activities including sitting at a desk and using a computer forextended periods.
- Capacity to walk up and down stairs frequently
- Capacity to meet the requirements of the Pool Lifeguarding certification

5. Accountability and Extent of Authority

- Providing support to the WSAC leadership team operational leadership to the WSAC staff team.
- Responsible for providing accurate billing and invoicing to facility users
- Ensuring the delivery of high-quality services to users in accordance with Council policy and guidelines and within budgetary constraints.
- Providing accurate, up to date specialist advice to management, staff and service users

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

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

- In consultation with the Customer Experience & Participation Coordinator, the incumbent is required to provide make decisions relating to the management of the bookings within the facility including matters relating to service delivery, policy development and continuous improvement.
- Solve problems in line with procedures and guidelines, through application of experience and professional knowledge
- Review and develop policies and procedures and implement quality control measures.
- 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
- 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

- Knowledge and understanding of the needs of sporting competition users and operation of sporting
- Ability to work with / maintain software packages to deliver information to customers
- Commitment to ongoing professional development.
- The ability to write internal reports and to draft correspondence.
- Excellent presentation and negotiating skills.
- Event management experience desirable

7.2 Management Skills

- Ability to manage available resources to achieve service delivery to clients within budget (e.g.: staff rostering and ordering)
- Ability to manage changes that affect staff and those that affect service delivery to clients
- Ensure staff have information to undertake their responsibilities in accordance with applicable policies, procedures, and safety practices. In collaboration with the Customer Experience & Participation Coordinator, identify and ensure the delivery of appropriate training to support this.
- Strong organisational and time management skills.
- Ability to plan, oversee and manage small-scale projects, especially related to new initiatives or program improvements.

7.3 Interpersonal Skills

- Proven ability to work in a team environment and promote a positive work environment
- Demonstrated ability to communicate effectively and consistently with direct reports and build a culture of open communication
- Demonstrated ability to assess situations and events and identify opportunities for improvement.
- Strong verbal and written communication skills
- Ability to prepare standard reports, training plans and other documents or correspondence as required
- Ability to respond to all customer complaints, de-escalate situations and provide timely resolution to issues that arise

8. Qualifications and Experience

- Previous experience managing facilities, bookings, sporting programs or similar
- Business administration and / or bookkeeping experience is an advantage

Minimum Qualifications:

- **HLTAID003** Provide first aid
- **HLTAID001** Provide cardiopulmonary resuscitation
- Working with Children Check
- Must maintain a satisfactory Police Check

Desirable Qualifications:

- Diploma in sports, leisure or recreation management or risk management
- Event management.
- Business administration and / or bookkeeping

9. Key Selection Criteria

- Experience in business administration, bookkeeping
- Ability to monitor budgets, prepare standard reports and correspondence
- Exceptional communication skills, time management and problem solving
- Well-developed conflict resolution skills and ability to remain calm with competing tasks & priorities.
- Excellent computer skills and proficiency with digital forms, software and programs.

Authorised by: Director –

Date:

Employee's Signature:

Date:
