

Position Title	Programs and Competitions Officer
Department	Community Services
Unit	Customer Experience and Recreation
Team	Morris lemma Indoor Sports Centre
Supervises	NIL
Reports To	Team Leader Morris lemma Indoor Sports Centre
Grade Range	E
Date Prepared	17/01/2024
Date Last Updated	28/03/2025

Our Vision & Values: A leading organisation that collaborates & innovates



We are committed
to **safety**



We work as
one **team**



We act with
integrity



We care about
our **customers**



We **continuously**
improve

Primary purpose of position

The Programs and Competitions Officer is responsible for managing, overseeing and delivering programs for all ages and abilities, as well as sporting competitions and events at the Morris lemma Indoor Sports Centre (MIISC). Key to the role is increasing participation in current programming and the development of new programs and competitions to increase community participation and meet demand.

The Programs and Competitions Officer will have an innovative and proactive approach to developing and delivering new programs and competitions, as well as having a strong focus on safety for both participants and staff. Programming must be competitive with the market and meet the needs of the community while increasing participation and working within budget requirements.

The Programs and Competitions Officer will work collaboratively with the MIISC Management Team to successfully achieve goals. This role is responsible for providing leadership, guidance, training and support to the team members assisting with programs and competitions to ensure a high level of engagement, participation and customer service.

Accountabilities






- Increase participation and meet KPI's for programming and competitions in line with Council's objectives, policies and priorities, as well as industry standards/guidelines.
- Resolve complaints and feedback promptly and in line with the Customer Experience Charter.
- Assist the Team Leader - Morris lemma Indoor Sports Centre, with the planning, implementation, marketing and promotion of the Morris lemma Indoor Sports Centre.
- Assist with budget management, performance and to meet budget KPI's with regular reporting on financial performance.
- Promote programs and competitions through website, social media platforms, open days, community events and internal and external e-news.
- Assist with providing leadership, guidance, training and support to staff specific to programming and competitions.
- Assist Team Leader with roster management to support programming, in line with budget requirements.
- Ensure regular, timely and consistent communication with customers, staff, peers and leadership team.

- All other duties as requested by the Team Leader, Coordinator and Business Unit Manager within training and skillset.

Position capabilities and level

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities.

Capability Profile – Council Officer

Capability Group	Capability Name	Level
 Personal Character	Lead Self	Adept
	Display Resilience	Intermediate
	Act with Integrity	Adept
	Safety and Accountability	Intermediate
 Relationships	Communicate and Engage	Intermediate
	Customer and Community Focus	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	Intermediate
 Results	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Innovate and Improve	Intermediate
	Deliver Results	Intermediate
 Resources	Finance	Intermediate
	Assets and Tools	Intermediate
	Technology and Information	Intermediate
	Procurement and Contracts	Intermediate
 People Leadership	Manage and Develop People	N/A
	Inspire Direction and Purpose	N/A
	Optimise Workforce Contribution	N/A
	Lead and Manage Change	N/A

Focus Capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least satisfactory level for a candidate to be suitable for appointment.

CBCity Capability Framework - Focus Capabilities

Group & Capability	Level	Behavioural Indicators
Resources		
Finance	Intermediate	<ul style="list-style-type: none"> • Presents basic financial information clearly and in an appropriate format • Uses funds and records financial delegations in line with financial audit and reporting • Makes expenditure decisions within budget limits • Uses financial and other resources responsibly
Relationships		
Work Collaboratively	Adept	<ul style="list-style-type: none"> • Contributes to a culture of respect and understanding in the organisation • Creates an atmosphere of trust and mutual respect within the team • Builds cooperation and overcomes barriers to sharing across teams/ units • Relates well to people at all levels and develops respectful working relationships • Identifies opportunities to work together with other teams/units • Acts as a resource for other teams/units on complex or technical matters
Results		
Innovate and Improve	Intermediate	<ul style="list-style-type: none"> • Researches developments and trends in the industry • Thinks about issues and opportunities from different viewpoints • Links together unrelated ideas or events to generate insights • Identifies improvements to work systems, processes and practices

Results		
Deliver Results	Intermediate	<ul style="list-style-type: none"> • Takes the initiative to progress own and teamwork tasks • Contributes to the allocation of responsibilities and resources to achieve team/project goals • Consistently delivers high quality work with minimal supervision • Consistently delivers key work outputs on time and on budget
Personal Character		
Safety and Accountability	Intermediate	<ul style="list-style-type: none"> • Follows through reliably and openly takes responsibility for own actions

* Focus Capabilities are those judged to be the most important at the time of recruiting to the position. The mix of “focus” capabilities can change over time, reflecting changing work priorities and current team strengths.

Delegations

Decisions associated with this position are to be made in accordance with the Delegations of Authority (Policy186) approved by the General Manager.

Code of Conduct

All staff are required to adhere to the Code of Conduct (CP25).

Work Health & Safety

All staff are required to adhere to Council’s WHS&E Responsibilities and Authorities document (REF229) and associated policies and procedures.

Records Management

All staff are required to comply with Council’s Records and Information Management policies, procedures and guidelines.

Qualifications and Experience

Essential Qualifications

- Senior First Aid Certificate
- Current CPR Certificate
- Current Working with Children Check (WWCC)
- Current Class C Drivers Licence

Essential Experience

- Demonstrated experience in the management and implementation sport/recreation based programming and/or competitions
- Demonstrated ability to assist with leading and supervising staff
- Experience in Marketing and Promotions of programs and services
- Demonstrated planning and organisational skills
- Demonstrated ability to liaise effectively at all levels, resolve conflict, contribute to successful and positive communications and formulate solutions to problems
- High level demonstrated proficiency in administration and achieving set KPI's.
- Tertiary Qualifications or demonstrated relevant experience in Sport and Recreation Management/Programming.
- Experience working within the Local Government
- Experience with a booking system

HUMAN RESOURCES USE (SELECT YES OR NO)	YES	NO
Does this position fall under the definition of child related employment?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Does this position require incumbent to undergo criminal reference check?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Does this position require incumbent to demonstrate good driving Licence class required: C Class Drivers Licence	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Will incumbent need to make disclosure of pecuniary interest?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Could there be a conflict of interest with secondary employment?	<input checked="" type="checkbox"/>	<input type="checkbox"/>