


# Position Description – Recreation Coordinator

**This position reports to:** Sports Centre Recreation Manager **Career Level:** 9

## Position purpose:

As a member of the Sports and Recreation Team the Recreation Co-ordinator will responsible and accountable for:

- Assisting with the co-ordination and operational delivery of a seven day a week sport and recreation center, including the artificial turfs, that meets the needs of sports administrators and users as well as delivery of recreation and fitness programmes.
- Co-ordinating daily operational activities associated with high standards of customer service and facility presentation.
- Co-ordinating daily operational activities associated with sport, recreation and fitness programmes and services
- Ensuring all health, safety and wellbeing regulations are followed by user groups and that the security of the facility is maintained at all times.

**Direct reports:** **Nil** **Indirect reports:** **Nil**

## The Functional responsibilities include

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| **Assist Facility Management to establish and grow facility bookings and deliver quality classes, programmes and events to achieve high quality community outcomes** | • Assist Senior Recreation Coordinator in the development and delivery of promotional activities to increase participation in recreation programmes and events delivered by the Sport and Recreation team.<br>• Support Facility Management to receive and respond in a timely and professional way to all enquiries, complaints, and issues, which may relate to facility bookings, events and/or programmes as and when required.<br>• Ensure all bookings are managed correctly using Council systems.<br>• Co-ordinate user group and hirer requirements and expectations in accordance with Selwyn Sports Centre operational policies and procedures (e.g. setting up and packing down activity equipment)<br>• Encourage and assist the facilitation of regular feedback routinely via a variety of methods from both staff and customers to enhance service delivery across all programmes, events and booking activities.<br>• Support all aspects of programme/class delivery and events management, including displays, special needs requirements, printing, event security, etc.<br>• Progress opportunities to further add value to customers by providing additional information on other sports/recreation/services/programmes delivered by other CSF and Council teams.<br>• Work with special populations to ensure their sport and recreation needs are accommodated in programmes delivered and/or use of the facility. |
| **Build and maintain key user group relationships to ensure needs and expectations are catered to and that service and activity delivery is professional and of a high standard** | • Maintain and develop relationships with current sports club users of the facility, key stakeholders and community organisations<br>• Support Facility Management to maintain partnerships where possible allowing positive outcomes in the community without competing with other organisations with the same goals.<br>• Assist with gaining feedback from key users through the use of surveys and other media to enhance programmes and events and plan for the future.<br>• Look for common ground when engaging with difficult customers to allow for solutions for both parties.<br>• Know and understand all services available in the Community which could support events and customer needs.<br>• Maintain cooperative relationships with different service providers and facility managers within the Selwyn district. |
| **Present and maintain theSelwyn Sports Centre to a high standard.** | • Ensure the facility is clean, tidy, welcome, safe, accessible and well presented at all times<br>• Ensure all repairs, maintenance and scheduled servicing are carried out in a timely and efficient manner in accordance with legislation and Council policies and procedures, and in accordance with relevant Service Level Agreements and Contracts<br>• Ensure goals are in the required locations, signage is visible, gates are unlocked, turfs are appropriately watered as per the guidelines and rubbish is removed from the turf surface.<br>• Liaise with Facility Management for all repairs, maintenance and servicing. |
| **Ensure high standards of customer service are delivered** | • Maintain a high standard of customer service through the delivery of quality and accurate information about CSF team services and programmes<br>• Respond quickly and effectively to customer queries and requests with care, consideration and in a positive, professional and welcoming manner, while escalating issues and concerns to Facility Management when required.<br>• Encourage and respond positively to customer feedback in person or through email, phone, social media or other means, and seek assistance from Facility Management when required. |
| **Maintain the health, safety, wellbeing and security of Selwyn Sports Centre, the artificial turfs and its users** | • Take all reasonable and practical steps to ensure the health, safety and wellbeing of facility staff and users.<br>• Ensure health and safety systems and practices are adhered to in a consistent and professional manner.<br>• Follow all facility opening and closing procedures.<br>• Undertake regular health, safety and security checks during every shift, and manage any issues identified.<br>• Celebrate health, safety and wellbeing successes, and challenge attitudes and behaviours that don't support workplace health, safety and wellbeing |

## Deliverables

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| **Big Picture** | • Have awareness of strategies, contribute to plans and KPIs for self, team and other teams as required<br>• Stay up to date with legislation and practices as appropriate to role<br>• Understand the intent/ethos of local government and the services provided by other parts of the Council<br>• Stay informed of organisational activities and decisions through being attentive to communications<br>• Show understanding and commitment to Te Tiriti o Waitangi (The Treaty of Waitangi) principles, know how these Principles are relevant to your work |
| **Performance** | • Achieve performance goals and expectations and follow leadership instruction on time and to a high standard consistently<br>• Report on progress to plan, and against own KPIs<br>• Take an active role in own goal setting, learning and development<br>• Correctly and appropriately use technology as required for role, including new technologies<br>• Contribute to the sustainability efforts and financial position of the Council through the responsible use of resources and equipment<br>• Comply with all legislation and Council policies<br>• Contribute to the sustainability efforts and financial position of the Council through the responsible use of resources and equipment<br>• Set a positive example for punctuality, attendance and work ethic |
| **People & Culture** | • Act in ways that align with and promote Council values<br>• Be a positive and constructive team member<br>• Collaborate on cross team/discipline projects and teams as required<br>• Constructively and successfully adapt to changes<br>• Take positive actions to keep self and others physically and psychologically safe and well<br>• Attend, be prepared for and engage constructively in all meetings<br>• Deliver exceptional customer service consistently (make every interaction count)<br>• Build effective, sustainable relationships at all levels<br>• Have consistently positive interactions externally and with Community Boards and Elected Members (as required for role) |
| **Requirements for all staff** | • Selwyn District Council honours Te Tiriti o Waitangi. We are committed to working with our Treaty partner to deliver on our obligations under Te Tiriti o Waitangi.<br>• Take all reasonable and practical steps to ensure the health and safety of yourself and others. Comply with any reasonable health and safety instruction, policy or procedure and ensure that all hazards, risks and incidents are reported using Vault.<br>• Actively participate in Performance Appraisals and complete a learning plan in conjunction with your manager.<br>• Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policies.<br>• Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Selwyn District Council policies and processes. |
| **Emergency Management requirements for all Council Staff** | • Selwyn District Council has a legislative responsibility to respond to an adverse event occurring within our communities. As such, any staff member may be required to assist the Emergency Management Team respond to such an event. Family circumstances and BAU roles will be taken into account.<br>Required assistance may include:<br>• Coordination of emergency services and lifeline providers within the community during a civil defence emergency or adverse event.<br>• Respond to civil defence emergencies or adverse events wherever possible and if it is safe to do so.<br>• Participate in any required Civil Defence exercises to ensure that essential services are maintained. |

### Authorities

- Authorised to commit the Council to a course of action by signing external correspondence within approved delegation levels. For courses of action which will exceed the delegation levels, this must be done in conjunction with your manager.
- Comply with all other relevant sections of the Delegations and Policies manuals and their amendments.

## Skills and Experience

| Essential | Desirable |
|---|---|
| • High level of digital literacy<br>• Previous experience with participation in, sport and recreation activities/sessions/events/groups<br>• Demonstrated ability to achieve targets and meet tight timeframes<br>• Excellent verbal and written communication skills<br>• Experience in working with sport and recreation groups | • Sport and recreation management or coaching experience<br>• Experience in working with different cultural and ethnic groups in a sport and recreation context |

## Key relationships

| External | Internal | Committees/groups |
|---|---|---|
| Te Taumutu Rūnanga | Council staff | Business organisations and networks |
| Te Ngāi Tūāhuriri Rūnanga | | Special interest groups and committees |
| Council customers | | |
| Selwyn residents | | |
| External contractors | | |

## Individual Contributor Competencies



**Eats problems for breakfast.** When faced with a new situation or setback, uses initiative and takes appropriate action.



**Does Change Well.** Is open-minded about change and prepared to adapt. Moves forward positively and constructively.



**Builds Togetherness.** Is equally open and friendly with all people, and respectful of individual differences. Works effectively in teams.



**Rocks the messaging.** Keeps those who need to know 'in the know'. Communicates clearly and appropriately.



**Tackles the tough stuff.** Prepared to constructively share an opinion and get involved in conversations on challenging matters. Takes ownership of mistakes.



**Delivers the goods.** Reliable, conscientious, disciplined and organised. Delivers to a manageable high standard consistently.



**Brings out the best.** Enjoys learning and improving their skills to be the best they can be. Embraces opportunities to identify and address development needs. Recognises and celebrates the achievements of others.



**Sets the tone.** Can keep functioning and stay calm when under pressure. Is a positive influence in the team.

## Education, Qualifications, Memberships

| Essential | Desirable |
|---|---|
| • High level of digital literacy<br>• Previous experience with participation in, sport and recreation activities/sessions/events/groups<br>• Demonstrated ability to achieve targets and meet tight timeframes.<br>• Excellent verbal and written communication skills<br>• Experience in working with sport and recreation groups | • Sport and recreation management or coaching experience<br>• Experience in working with different cultural and ethnic groups in a sport and recreation context |

The information contained in this position description is intended to describe the general nature and level of work being performed. It is not intended to be an exhaustive list of all responsibilities, duties and skills required of the position and incumbent. From time to time it may be necessary to consider changes to the position description in response to the changing nature of our work environment.