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| --- | --- |
| **Cluster** | Planning, Industry and Environment |
| **Agency** | Department of Planning, Industry and Environment |
| **Division/Branch/Unit** | Place, Design and Public Spaces/Sydney Olympic Park Authority |
| **Role number** |  |
| **Classification/Grade/Band** | Level 3 SOPA Venues Managed Award |
| **Senior executive work level standards** | Not Applicable |
| **ANZSCO Code** | 621999 |
| **PCAT Code** | TBD |
| **Date of Approval** | 30 October 2021 |
| **Agency Website** |  |



Agency overview

Our vision is to create thriving environments, communities and economies for the people of New South Wales. We focus on some of the biggest issues facing our state. We deliver sustainable water resource and environment management, secure our energy supply, oversee our planning system, maximise community benefit from government land and property, and create the conditions for a prosperous state. We strive to be a high-performing, world-class public service organisation that celebrates and reflects the full diversity of the community we serve and seeks to embed Aboriginal cultural awareness and knowledge throughout the department.

Sydney Olympic Park Authority are custodians of the Park (a recognised 6 Star Green Star Community), with a strong commitment to creating a vibrant, sustainable community within an unequalled destination for sport, entertainment, recreation and business and one of Australia’s largest and most diverse urban parklands.

Sydney Olympic Park Authority is part of the Place, Design & Public Spaces Division in the Department of Planning, Industry and Environment cluster of the NSW government. The Authority has four business units:

1. Commercial
2. Asset Management and Environmental Services
3. Venue Management, and
4. Place Management.

# Venue Management

The Venue Management team is responsible for the day-to-day operations of the following sports venues and facilities that provide a diverse variety of sport, recreation and leisure activities, programs and events for the community as well as elite and high performance athlete training facilities:

* Aquatic Centre
* Archery Centre
* Athletic Centre
* Hockey Centre
* Quaycentre, Sports Halls, Satellite facilities including Tom Wills Oval, Newington Armory sports venues and Wilson Park.

Primary purpose of the role

The Customer Service Advisor is responsible for the front line service delivery to customers requiring information and/or access to the Centre, including the active sale and retention of memberships through set procedures. The Customer Service Advisor’s role is to deliver outcomes that will maximise customer retention, optimize facility usage and support positive customer experiences.

Key accountabilities

* Ensure a positive customer experience in all customer interactions to maximise customer satisfaction and retention.
* Provide customers with accurate information regarding all activities of the Centre, including entry fees, memberships, programs and events to ensure customer needs are met.
* Build and maintain a dedicated member base by influencing appropriate, informed and committed membership decisions.
* Process all transactions through a computerised point of sale system, complete accurate reconciliations, and follow all sales and customer service procedures to meet monthly targets.
* Liaise with other work areas and Venues to provide and seek information relative to daily operations of the Centre.
* Assist with the development and implementation of improved customer service levels, sales plans, retention strategies and membership promotions.

Key challenges

* Working with and understanding the needs of customers from culturally diverse backgrounds.
* Maintaining customer focus and service levels when dealing with difficult people.
* Being flexible and responsive to customers in a high volume work environment.
* Providing market leading customer service to the members and visitors.

Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Customer Service Manager | * Escalate issues, keep informed, advise and receive instructions Provide regular updated on key projects, issues and priorities |
| Customer Service Supervisor | * Provide updates, clarify and receive instructions and escalate issues that impact customers or Centre operations Provide and receive continuous guidance and feedback |
| Member Services Supervisor | * Provide updates, clarify and receive instructions and escalate issues that impact members Provide and receive continuous guidance and feedback |
| Customer Service Team | * Support team members and work as a collaborative team member. * Support the daily operations and the delivery of programs and services * Provide direction to casual staff in the absence of a supervisor |
| Aquatic Centre Staff | * Support program and operational teams to meet the service needs of customers, clients and hirers. |
| Exercise Specialists | * Ensure members are integrated into Health Club and associated programs |
| **External** |  |
| Clients/Customers/ Contractors/Suppliers | * Provide timely and accurate information and services Resolve issues where possible and escalate or redirect issues where necessary |
| Health Club Members | * Ensure members are provided with the best advice to achieve a high level of customer satisfaction |

# Role dimensions

## Decision making

Responsible for the quality and integrity of information and routine day-to-day decisions. Provide direction to casual Customer Service Officers in the absence of a Supervisor. Refer matters that require a wider range of knowledge or expertise to Supervisor. Exercise good judgement at all times.

## Reporting line

Customer Service Supervisor and Member Services Supervisor

## Direct reports

Nil

## Budget/Expenditure

Budgets and expenditure are in accordance with approved Annual Budget and financial delegations and procedures subject to project type and sponsoring business unit.

Essential requirements

* Current First Aid and CPR qualification
* National Criminal Records Check
* Current Working with Children Check
* Knowledge of current Microsoft Office.

# Capabilities for the role

The [NSW public sector capability framework](https://www.psc.nsw.gov.au/workforce-management/capability-framework/the-capability-framework) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into **focus capabilities** and **complementary capabilities**.

# Focus capabilities

*Focus capabilities* are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

| FOCUS CAPABILITIES | | | | |
| --- | --- | --- | --- | --- |
| **Capability group/sets** | **Capability name** |  | **Behavioural indicators** | **Level** |
|  | **Manage Self**  Show drive and motivation, an ability to self-reflect and a commitment to learning | | Adapt existing skills to new situations  Show commitment to achieving work goals  Show awareness of own strengths and areas for growth, and develop and apply new skills  Seek feedback from colleagues and stakeholders  Stay motivated when tasks become difficult | Intermediate |
|  | **Communicate Effectively**  Communicate clearly, actively listen to others, and respond with understanding and respect | | Focus on key points and speak in plain English  Clearly explain and present ideas and arguments  Listen to others to gain an understanding and ask appropriate, respectful questions  Promote the use of inclusive language and assist others to adjust where necessary  Monitor own and others’ non-verbal cues and adapt where necessary  Write and prepare material that is well structured and easy to follow  Communicate routine technical information clearly | Intermediate |
| **Commit to Customer Service**  Provide customer-focused services in line with public sector and organisational objectives | | Focus on providing a positive customer experience  Support a customer-focused culture in the organisation  Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers  Identify and respond quickly to customer needs  Consider customer service requirements and develop solutions to meet needs  Resolve complex customer issues and needs  Cooperate across work areas to improve outcomes for customers | Intermediate |
|  | **Plan and Prioritise**  Plan to achieve priority outcomes and respond flexibly to changing circumstances | | Understand the team and unit objectives and align operational activities accordingly  Initiate and develop team goals and plans, and use feedback to inform future planning  Respond proactively to changing circumstances and adjust plans and schedules when necessary  Consider the implications of immediate and longer-term organisational issues and how these might affect the achievement of team and unit goals  Accommodate and respond with initiative to changing priorities and operating environments | Intermediate |
|  | **Technology**  Understand and use available technologies to maximise efficiencies and effectiveness | | Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks  Use available technology to improve individual performance and effectiveness  Make effective use of records, information and knowledge management functions and systems  Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies | Intermediate |

# Complementary capabilities

*Complementary capabilities* are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as ‘not essential’ for this role are not relevant for recruitment purposes however may be relevant for future career development.

| COMPLEMENTARY CAPABILITIES | | | | |
| --- | --- | --- | --- | --- |
| **Capability group/sets** | **Capability name** |  | **Description** | **Level** |
|  | Display Resilience and Courage | | Be open and honest, prepared to express your views, and willing to accept and commit to change | Foundational |
| Act with Integrity | | Be ethical and professional, and uphold and promote the public sector values | Intermediate |
| Value Diversity and Inclusion | | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Intermediate |
|  | Work Collaboratively | | Collaborate with others and value their contribution | Intermediate |
| Influence and Negotiate | | Gain consensus and commitment from others, and resolve issues and conflicts | Foundational |
|  | Deliver Results | | Achieve results through the efficient use of resources and a commitment to quality outcomes | Foundational |
| Think and Solve Problems | | Think, analyse and consider the broader context to develop practical solutions | Intermediate |
| Demonstrate Accountability | | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Foundational |
|  | Finance | | Understand and apply financial processes to achieve value for money and minimise financial risk | Foundational |
| Procurement and Contract Management | | Understand and apply procurement processes to ensure effective purchasing and contract performance | Foundational |
| Project Management | | Understand and apply effective planning, coordination and control methods | Foundational |