

Position Description

Community Programs Officer

Position No:	50151460
Business Unit:	Provost
Division:	Allied Health, Human Services and Sport
Department:	La Trobe Sport
Classification Level:	HEO5
Employment Type:	Full-Time, Continuing
Campus Location:	Melbourne (Bundoora)
Other Benefits:	http://www.latrobe.edu.au/jobs/working/benefits

Further information about:

La Trobe University - <http://www.latrobe.edu.au/about>

La Trobe Sport – <https://www.latrobe.edu.au/sport>

For enquiries only contact:

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Position Context/Purpose

La Trobe Sport is a business unit within La Trobe University tasked with the strategic goal of developing La Trobe to be the University of choice for Sport in Australia.

La Trobe Sport oversees sports related facilities and grounds, and drives sport related programs and partnerships, to ultimately enrich a student's time at the University through sport. The business unit collaborates across the University with sport related academics and other departments to support and enable, the best sport-related teaching and research, as well as student participation in sport and recreation. La Trobe Sport also oversees the active engagement of the wider community in the campus through the use of its sporting facilities and sport services.

The primary purpose of this position is to work with the Commercial Programs Manager, La Trobe Sport, to expand and deliver excellent sport and active recreation community programs including outstanding customer experience across La Trobe Sport facilities.

Duties at this level will include:

1. Under broad supervision of the Commercial Programs Manager, implement the delivery of key community participation programs.
2. Identify and action participation targets and growth outcomes of the School Holiday Programs, Children's Birthday Parties, Active Recreation School & Community programs, including Diversity and Inclusion Programs.
3. Work closely with the Regional Sports Coordinator to activate the regional action plan for community engagement programs including, holiday programs, birthday parties and integrate diverse communities including schools into participation programs.
4. Liaise, communicate, and build effective professional relationships with internal and external departments, organisations and stakeholders to drive visibility and increase demand of active recreation community programs across a broad range of users.
5. Identify and review process and program changes that contribute to improved efficiencies, safety, and satisfaction. This will include collaboration with other La Trobe Sport business units, including Facilities & Operations, Marketing and Customer Experience.
6. Facilitate end-to-end bookings and program administration for all dry program enquiries. Including but not limited to responding to queries, providing quotes, confirming bookings, creating access schedules, ensuring facilities are prepared and programs are appropriately staffed.
7. Supervise the activities of front-line dry-programs team to ensure the facilitation of safe and engaging active recreation programs. This includes but is not limited to, recruitment and onboarding, staff training and development, maintenance of rostering and payroll systems.
8. Under broad supervision of the Senior Operations Coordinator, maintain rock climbing wall operations, including training requirements and inductions of casual program leaders.
9. Undertake regular risk management reviews of activities, tasks and functions, including policies and procedures specific to community programs.
8. Carry out other duties as required by the Commercial Programs Manager, La Trobe Sport.

Key Selection Criteria

ESSENTIAL

1. Relevant undergraduate qualifications in sport management, sport and exercise science or related fields; or an equivalent combination of relevant experience and education/training.
2. Relevant knowledge and experience in the delivery of active recreation programs in community participation and education sectors.
3. Ability to undertake assessment of community and stakeholder needs and implement new initiatives and programs in response.

4. Proven ability to lead, support and engage a team of front-line staff and proven ability to deliver excellent customer service.
5. Ability to adapt to change, balance workload and remain effective when faced with challenging tasks, responsibilities, or people.
6. Demonstrated knowledge and experience in ensuring compliance and management of risk, specific to the delivery of safe and engaging active recreation programs.
7. A positive and proactive approach to work, including the willingness to get hands on and upskill as required.

Capabilities required to be successful in the position:

- Knowledge of own strengths, weaknesses and biases – modifying behaviour, based on self-reflection and feedback, to respond to others with empathy and act on feedback to improve knowledge, skills and behaviour.
- Ability to work collaboratively, demonstrate inclusivity and tailor communication in a way that is meaningful to the audience – consistently modelling accountability, connectedness, innovation and care.
- Demonstrated creative and critical thinking, ability to generate ideas to solve local problems and recommend improvements to current work practices.
- Ability to make sense of data to inform decision making – implementing ideas to improve local practices.

Essential Compliance Requirements

To hold this La Trobe University position the occupant must:

- hold, or be willing to undertake and pass, a Victorian Working With Children Check; AND
- take personal accountability to comply with all University policies, procedures and legislative or regulatory obligations; including but not limited to TEQSA and the Higher Education Threshold Standards.

Additional Requirements

- HLTAID011 First Aid Level 2 (or same units of competency)
- Hold, or be willing to undertake a course in Working at Heights and/or Top Rope Instructor's Course.

Other Information

The position description is indicative of the initial expectation of the role and subject to changes to University goals and priorities, activities or focus of the job.

LTS provides services and facilities to the University, students and the community (public facing) for sporting, health and education purposes which are, on occasion, provided outside the University's ordinary span of hours (Monday – Friday 7:30am – 7:30pm).

From time to time, there may be a requirement for this position to work outside the spread of ordinary hours. These hours will be paid as overtime in accordance subclause 35.3 of the La Trobe University Enterprise Agreement 2023.

Position Flexibility

La Trobe University is committed to providing a diverse, inclusive and respectful working environment for all staff. We offer flexible work arrangements that can assist you in balancing your work and other responsibilities.

Why La Trobe:

- Develop your career at an innovative, global university where you'll collaborate with community and industry to create impact.
- Enjoy working on our inspiring and stunning campuses – the perfect hub for industry, students and academics

- Help transform the lives of students, partners and communities now and in the future

This is more than just a job. Working at La Trobe offers opportunities to demonstrate excellence and transform lives.

Here, you'll join exceptional people, partners and communities, who power our operations with ambition and purpose.

We are forward-looking and culturally inclusive. We continuously review, improve and transform our processes to embrace new, flexible approaches. That means you'll always have the opportunity to succeed and make a difference.

La Trobe's Cultural Qualities:



We are accountable

*We strive for excellence in everything we do.
We hold each other and ourselves to
account, and work to the highest standard.*



We are connected

*We connect to the world outside – the
students and communities we serve, both
locally and globally*



We are innovative

*We tackle the big issues of our time to
transform the lives of our students and
society.*



We care

*We care about what we do and why we do it.
We believe in the power of education and
research to transform lives and global
society. We care about being the difference
in the lives of our students and communities*

For Human Resource Use Only

Initials:

Date: