

POSITION DESCRIPTION

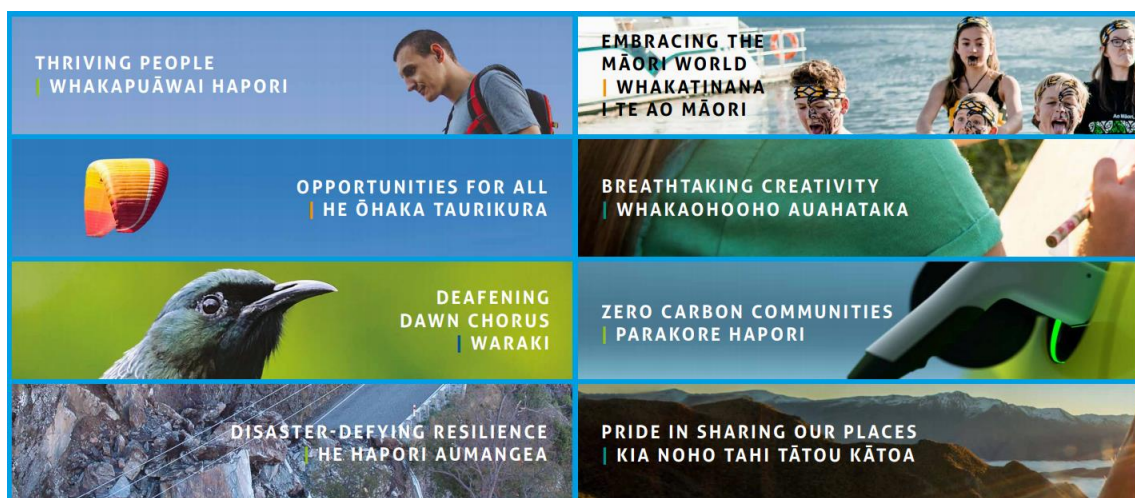
Position:	Recreation Programmes Assistant
Department:	Programmes– Sport & Recreation
Location:	Queenstown or Wānaka
Reports to:	Recreation Programme Coordinator
Date:	July 2022

BACKGROUND

Queenstown Lakes District Council (QLDC) is a territorial authority in Te Waipounamu South Island of Aotearoa New Zealand, with a current resident population of approximately 40,750 which is projected to increase to 53,510 by 2031¹. The Queenstown Lakes District is also a premier tourist destination making a significant contribution to the national economy. In recent years, the district has undergone significant and sustained growth in both resident population and in international and domestic visitor numbers. On a peak day in 2018, visitor numbers totalled 79,300 which is projected to reach 91,270 on a peak day in 2031². The overall growth pressures the district is experiencing has led to the draft 2021 -2031 Ten Year Plan setting out an ambitious programme of work, with over \$1.6 billion of capital investment to be made over the decade³.

QLDC has a central role to play in maintaining and enhancing the quality and liveability of the outstanding environment of the district. It also has a central role in development and regulation and provides high quality services and infrastructure to residents and visitors; managing the district's parks, trails, libraries and recreational facilities; enabling sustainable development through consenting services; and regulating local activities. QLDC's role in leading the recovery effort for the district in response to COVID-19, also means that the diversification of the district's economy is an increasingly important priority for our Council.

The community outcomes set out in the 2021 – 2031 Ten Year Plan are directly extracted from [Vision Beyond 2050](#), which is our community vision statement:



¹ QLDC demand projections, July 2020

² QLDC demand projections, July 2020

³ Draft QLDC Ten Year Plan 2021 - 2031

VISION, MISSION AND VALUES

We're proud to be QLDC, and in response to the growth the district has experienced over recent years the QLDC organisation has itself experienced substantial growth. With an employed workforce of approximately 400 FTE in January 2021, and a range of partner organisations delivering services on behalf of Council, QLDC is also a significant employer in the district. The range and types of work carried out at QLDC are extensive, and complex; becoming increasingly so as the district continues to grow.

Our culture is an important part of who we are. The vision, mission and values set out below are the foundation for our organisational culture; how and why we go about things:



PURPOSE

The Recreation Programmes Assistant will support the Recreation Programmes Coordinator in the operations and day-to-day running of the recreation programmes conducted by QLDC.

This Recreation Programmes Assistant will be a support in the development, planning and delivery of, recreation, community sport and aquatic programmes aimed to benefit the wellbeing of the wider Queenstown Lakes District community.

KEY TASKS

Programme Delivery

- Day to day running of social sports leagues, including draw generation, scorecards and officials.
- Actively deliver a range of programmes in consultation with the Programmes Coordinator.

- Input into the development of new programmes for target markets specifically children, teens, seniors and minority groups.
- Responsible for the delivery of children's birthday party bookings through the facilitation of active activities and sports.
- Support a culture focused on the Health & Safety and well-being of the organisation and people.
- Ensure dealings with the public are carried out in such a way as to promote a friendly, customer-oriented image for QLDC.
- Cultivate a professional and positive image for QLDC.
- Communicate effectively and work cooperatively with staff.
- Attend all in-house and external promotions, staff workshops and meetings as directed.

Customer Services

- Ensure dealings with the public are carried out in such a way as to promote a friendly, customer-oriented image for QLDC.
- Cultivate a professional and positive image for QLDC.
- Communicate effectively and work cooperatively with staff.

Health and Safety:

- Comply with and support QLDC health and safety policies and procedures and actively participate in health and safety activities as appropriate.
- Take responsibility for personal actions while at work, making sure all practicable steps are taken to ensure personal health and safety, and the safety of others.
- Report any hazards, accidents or injuries including near-misses, muscle pain and discomfort immediately via the appropriate recording form.
- Be familiar with emergency procedures in order to effectively direct patrons in the event of an emergency.
- Maintain a high personal level of competence to render first aid to patrons in need.

Teamwork

- The quality of services, supervision and teamwork amongst staff results in the facilities and activities being provided or delivered to the high standards required, safely, timely, and with a positive cooperative team approach.
- Work as a contributing part of the Recreation Programmes team while subscribing to the Council team spirit and culture.
- Maintain a close liaison and a cooperative approach to all members of staff at all times.
- Attend regular staff/team meetings and training sessions as instructed that may be organised outside of regular hours.
- Be willing to take on additional duties to maximise the level of customer service and readily assist other team members within the centre.

Corporate Responsibilities

- Build commitment to QLDC's vision, values and services.

- Willingly undertake any duty required within the context of the position.
- Manage own personal health and safety and takes appropriate action to deal with workplace hazards, accidents and incidents.
- Comply with all legislative requirements.
- Adhere to QLDC's Code of Conduct.

KEY RELATIONSHIPS

Internal:

- Recreation Programme Coordinator
- Wānaka Area Recreation Manager
- Health and Fitness Team Leader
- Manager, Sport and Recreation
- Facilities Booking Coordinator
- Aquatics Supervisors
- Sales and Service Team Leader
- Duty Team

External:

- Residents and users of facilities
- Local parents and children
- Contractors and activity providers

ACCOUNTABILITIES AND DELEGATIONS

Financial Authority

- *No financial delegation*

Staff Authority

- *No direct reports*

PERSON SPECIFICATION

Education

- A current NZQA affiliated First Aid Certificate - Unit standards 26551 & 26552 (preferable).
- High School NCEA (minimum level of education required).
- Would be an asset to have an educational background in Physical Education, Exercise Science, Health Education or a related field.

Experience

- Experience in the supervision of recreation activities.
- Experience in the supervision and control of the public.
- Child Protection training and experience is highly desirable.

- Demonstrate the ability to achieve targets and meet tight timeframes.
- Demonstrate planning and organisation skills, particularly when under pressure.
- Highly motivated, achievement-oriented and innovative professional.
- Excellent interpersonal skills. Relates well to all kinds of people and can establish and build upon working relationships effectively.

COMPETENCIES

Core competencies for all employees of QLDC:

Customer focus	Is dedicated to meeting the expectations and requirements of internal and external customers; Gets first hand customer information and uses it for improvements in products and services; Acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect.
Action Oriented	Enjoys working hard; is action oriented and full of energy for the things he/she sees as challenging; not fearful of acting with a minimum of planning; seizes more opportunities than others.
Drive for results	Can be counted on to exceed goals successfully; is constantly and consistently one of the top performers; very bottom line oriented; steadfastly pushes self and others for results.
Integrity & Trust	Is widely trusted; is seen as a direct, truthful individual; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; admits mistakes; doesn't misrepresent him/herself for personal gain.
Relationship Management & Teamworking	Relates well to all kinds of people, up, down, sideways, inside and outside of the organisation; Builds appropriate rapport quickly; Builds constructive and effective relationships; Uses diplomacy and tact; Can defuse high tension situations comfortably.
Health & Safety	<ul style="list-style-type: none"> • Ensures compliance to all legal/statutory and company requirements for Health and Safety • Adheres to all QLDC's Health & Safety policies and procedures • Is actively involved in QLDC's health and safety systems • Wears relevant personal protective clothing and equipment as and when required* Use only for roles where PPE may be required • Reports any pain, discomfort or other health & safety concerns as soon as possible • Ensures all accidents, incidents and hazards are reported using QLDC's Health & Safety reporting procedures