

POSITION DESCRIPTION

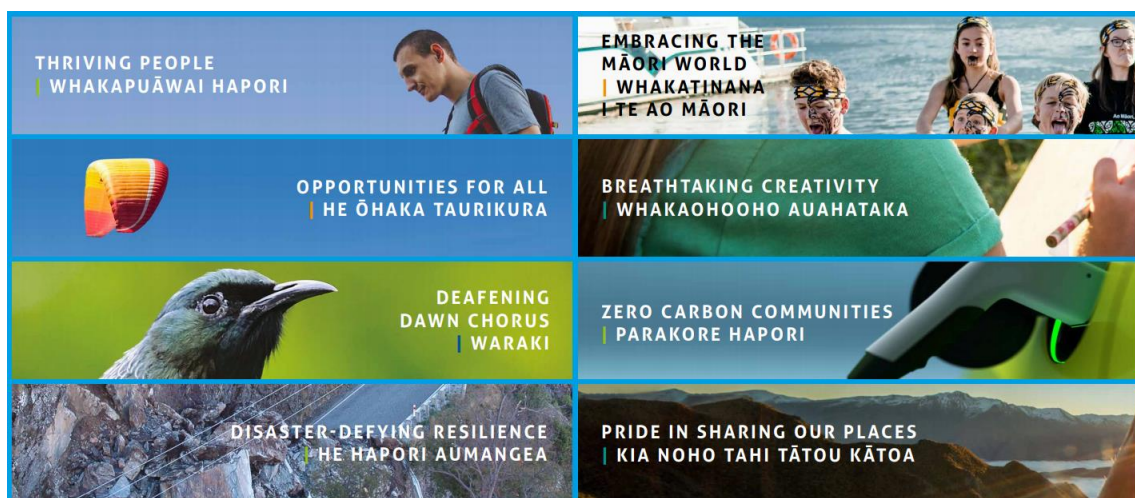
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| Position: | Holiday Programme Supervisor |
| Department: | Community Services |
| Location: | Queenstown/Wānaka |
| Reports to: | Recreation Programmes Coordinator |
| Date: | February 2022 |

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 Holiday Programme Supervisor has responsibility for supporting the Recreation Programme Coordinator with the planning and development of school holiday programmes. Organising the daily logistics of the QLDC OSCAR programme and overseeing the work of the Holiday Programme Crew.

The Programme Supervisor is accountable to the Recreation Programmes Coordinator. The supervisor may also delegate some accountability to the programme crew for induction and routine supervision. They are responsible for ensuring the safe and enjoyable delivery of the programmes by providing active preventative supervision of activities and control of programme activities through enforcement of rules, policies and preventative actions that minimize or remove any hazards.

KEY TASKS

Programme Delivery

- Planning and development of the programme schedule of activities.
- Oversee the preparation of programme activity resources & materials, including setting up the venue.
- Supervise children and monitor other staff during planned activities.
- Provide direction to other staff to implement a daily schedule, including unplanned and child-initiated activities.
- Assist with planning weekly menu requirements and purchase of required foodstuffs.
- Report regularly on programme performance/highlights.
- Carry out other programme duties to ensure the smooth running of the programme.
- Monitor crew professional development and training requirements.
- Monitor resources and materials, report stock requirements to the manager.
- Ensure allocation and completion of daily tasks.
- Support and encourage staff to meet their professional requirements, including compliance with the Staff Code of Conduct.

Customer Services

- Create a welcoming programme environment and actively encourage all staff to build positive relationships with children and parents/caregivers.
- Be an approachable point of contact for all parents, to receive feedback or concerns.
- Respond to parent complaints, as per the programme complaints policy.
- Report regularly on professional conduct and any concerns re: programme policies of procedures.
- Provide ongoing support and guidance for all staff, resolving staff complaints in conjunction with the Manager.
- Maintain a positive relationship with other facility users and QLDC staff, plus activity providers.

Personal Development

- Develop and maintain professional knowledge and contacts.
- Complete all in-house and external training opportunities, staff workshops and meetings as directed.

Health and Safety

- To take all practicable steps to ensure the safety of children enrolled in the programme, personal safety and of others while at work, according to the department's and the Council's health and safety policies, procedures and systems user.
- Ensure there is consistent and appropriate supervision of children.
- Supervise the use of equipment, resources and materials to ensure the safety and well-being of users.

- Implement and evaluate emergency drills.
- Lead and co-ordinate any real emergency response.
- Monitor programme safety and ensure that required health and safety duties, recording and reporting requirements are carried out.
- Report regularly to management on programme safety.
- Monitor dietary requirements and allergies of children and ensure food is stored and prepared safely and hygienically.
- Ensure any children who are being transported arrive at the venue safely and promptly.
- Update the programme roll daily – check for bookings and cancellations.
- Report child absenteeism to manager.
- Assist with induction and training of new staff, including consistent supervision of staff in training.

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 Programmes Coordinator
- Holiday Programme Crew
- Wanaka Area Recreation Manager
- Sport and Recreation Customer Service and Pool Crew Staff

External:

- Parents/ caregivers and children
- Activity providers and facilitators
- Contractors

ACCOUNTABILITIES AND DELEGATIONS

Financial Authority

- No financial delegations

Staff Authority

- No direct reports

PERSON SPECIFICATION

Education

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

Experience

- Experience in the supervision of recreation activities
- Experience in the supervision and control of the public
- Experience caring for children

General

- Communicate clearly with children.
- Work well within a small team.
- Demonstrate leadership skills.
- Shows motivation, initiative, and enthusiasm for holiday programmes.
- Skills in behaviour management of children.
- Demonstrated ability to positively communicate with, and relate well to, a broad range of people from a variety of backgrounds, cultures and ages.
- Demonstrated ability to positively resolve any general issues in a sensitive and empathetic manner.
- A reliable and contributing team member.
- Exceptional customer service skills.
- Self-motivated and able to show initiative with all tasks.
- Takes ownership of situations and is visibly accountable for his / her outputs and contributes to an enjoyable working environment.
- Is a self-starter who maintains a consistently high level of energy in a wide variety of situations.
- Copes with variable workloads, rapid changes, and senses what needs to be done with minimum information.
- Proven attention to detail.
- An understanding and interest in the sports, programmes and leisure industry.

COMPETENCIES

Core competencies for all employees of QLDC:

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| 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 |