

Role Description

Casual Timing, Scoring and Results Officer

Cluster	Planning, Industry & Environment
Agency	Place, Design & Public Spaces
Division/Branch/Unit	Sydney Olympic Park Authority
Location	Sydney
Classification/Grade/Band	Casual Level B, SOPA Managed Venues Award
Date of Approval	January 2022

Agency overview

As a world-leading precinct built on the legacy of the Sydney 2000 Olympic & Paralympic Games, Sydney Olympic Park is diverse and carefully-planned, bringing together the best in residential living, sport, entertainment, recreation, business, education and the environment, right in the heart of global Sydney.

Sydney Olympic Park Authority are custodians of the Park, 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 and 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 Newington Armory sports venues and Wilson Park.

Primary purpose of the role

The Timing, Scoring and Results Officer is responsible for assisting event and venue hirers at Sydney Olympic Park Sports Venues with technical support for Timing, Scoring and Results Systems.

Key accountabilities

- Provide a high level of technical support to the venue hirers, convenors of events, event organisers, external stakeholders and venue staff.
- Prepare, monitor and maintain timing and scoreboard systems in preparation for event delivery.
- Prepare and deliver regular reports on projects, systems and support issues.
- Provide effective and efficient time management skills in prioritising requests made by venue hirers under pressure.
- Ensure a professional relationship with clients to enhance effective delivery of events.

Key challenges

- Working with constantly evolving technology for a large variety of event requirements.
- Providing technical and management information to venue hirers with different levels of technological knowledge.

Key relationships

Who	Why
Internal	
Event Technology Manager	Escalate issues, keep informed, advise and receive instructions Provide regular updates on key projects, issues and priorities
Sports Venues Operational and Event Staff	Coordinate, setup and troubleshoot technical event requirements
External	
Contractors	Establish a point of contact for relevant contractors with repair agreements.
Clients and volunteers	Work together to ensure all technical event hardware and software works effectively

Role dimensions

Decision making

Responsible for the quality and integrity of information. Refer matters that require a wider range of knowledge of expertise to team leader or work team. Exercises good judgement at all times.

Reporting line

Event Technology Manager

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

- Completed or working towards tertiary qualifications and/or experience in IT.
- Current Working with Children Check.

Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

Capability summary

Below is the full list of capabilities and the level required for this role - The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Foundational
	Act with Integrity	Foundational
	Manage Self	Foundational
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Foundational
	Commit to Customer Service	Foundational
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
 Results	Deliver Results	Foundational
	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Foundational
 Business Enablers	Finance	Foundational
	Technology	Foundational
	Procurement and Contract Management	Foundational
	Project Management	Foundational

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioral indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework		
Group and Capability	Level	Behavioural Indicators
Personal Attributes Act with Integrity	Foundational	<ul style="list-style-type: none"> • Behave in an honest, ethical and professional way • Take opportunities to clarify understanding of ethical behaviour requirements • Identify and follow legislation, rules, policies, guidelines and codes of conduct that apply to your role • Speak out against misconduct, illegal and inappropriate behaviour • Report apparent conflicts of interest
Relationships Communicate Effectively	Foundational	<ul style="list-style-type: none"> • Speak at the right pace and volume for varied audiences • Allow others time to speak • Display active listening • Explain things clearly • Be aware of own body language and facial expressions • Write in a way that is logical and easy to follow
Relationships Commit to Customer Service	Foundational	<ul style="list-style-type: none"> • Understand the importance of customer service • Help customers understand the services that are available • Take responsibility for delivering services which meet customer requirements • Keep customers informed of progress and seek feedback to ensure their needs are met • Show respect, courtesy and fairness when interacting with customers
Business Enablers Technology	Foundational	<ul style="list-style-type: none"> • Display familiarity and confidence in the use of core office software applications or other technology used in role • Understand the use of computers, telecommunications, audio-visual equipment or other technologies used by the organisation • Understand information, communication and document control policies and systems, and security protocols • Comply with policies on acceptable use of technology