

POSITION DESCRIPTION

POSITION TITLE:	ACTIVITY COORDINATOR
Business unit:	Green Connect
Reports to:	General Manager – Green Connect
Responsible for:	Volunteers, Activity Facilitators
Industrial instrument:	Social, Community, Home Care and Disability Services Award (SCHADS)
Pay classification:	Level 3
Role hours:	22.5 hrs per week

Purpose of Position

The Activity Coordinator’s purpose is to promote the aims and ideals of Green Connect through:

- Organising and coordinating activities and events across Green Connect including at the Green Connect farm and op shop
- Developing, planning, facilitating and overseeing a range of activities that increase awareness, understanding and action on the social and environmental topics that Green Connect is a leader in
- Engaging participants and promoting planned activities and events including farm products.

Responsibilities

The below summarises your responsibilities and what good performance looks like. They are listed in order of the priority (highest to lowest) and/or amount of time expected to be undertaken performing the responsibilities (greater amount of time to lesser amount of time). You may be expected to undertake all or part of the following responsibilities.

Key Responsibilities	Positive Performance Outcomes
Administration & Coordination	<ul style="list-style-type: none"> • Planning and scheduling education plans including a range of workshops, tours, public programs, activities and events that promote social and environmental outcomes • Managing ticketing systems including setting up booking pages; managing bookings; and ensuring customers have the information they need in a timely manner post booking • Sourcing, inducting, training, evaluating and rostering engaging and appropriate facilitators • Maintaining accurate records of ticket sales and attendees ensuring participants are added to Green Connect’s customer database • Managing activity and/or project resource budgets • Providing activity equipment and materials - purchasing, looking after, and ensuring equipment is available, safe to use and fit for purpose

<p>Education & Facilitation</p>	<ul style="list-style-type: none"> • Developing, delivering and coordinating a range of environmental education and ecotourism activities that are engaging and promote learning and action (minimum – average two activities weekly) • Developing and monitoring an annual education and engagement plan • Undertaking and/or coordinating curriculum and resource development for new activities and events and ensure this is documented appropriately in Green Connect’s Quality Management System • Supporting educators and facilitators (and providing back-up delivery if required eg last-minute facilitator absence) • Facilitating activities and workshops (minimum – average one activity delivered by Activity Coordinator weekly) • Setting up delivery areas including providing a safe, welcoming space where everything that is needed is set up before participants arrive; and cleaning up - leaving spaces clean and tidy • Developing evaluation mediums for process and product improvements • Continuously improving activities and range of activities • Partnering with facilitators and/or curriculum developers to create new content where budget allows
<p>Engagement & Communications</p>	<ul style="list-style-type: none"> • Liaising with participants including answering questions, ensuring ticketholders know what to expect, where to meet, what to bring etc and updating ticketholders of any changes • Achieving engagement target of 2400 paid participants annually • Supporting the CR marketing and communications team by developing content and approach for marketing materials • Promoting activities to schools, families and the general public via a range of channels including the Green Connect website, newsletter and social media • Building relationships with external facilitators and community stakeholders eg schools, corporate, community agencies and services • Liaising and debriefing with facilitators to gain insight into improvement and development solutions • Surveying participant satisfaction and outcomes - achieving 90% participant satisfaction and 80% improved connection to community and/or environmental learning or action • Engaging with a wide range of stakeholders to progress the mission and strategic objectives of Green Connect • Positively representing and promoting Green Connect’s purpose and produce • Collaborating and communicating with other Green Connect and Community Resources staff, partner organisations and the wider community • Communicating achievements and concerns with General Manager



<p>Quality and Safety</p>	<ul style="list-style-type: none"> • Accessing, understanding and applying all policies and procedures implemented by Community Resources and Green Connect to achieve quality and safety standards • Following and giving reasonable and safe instructions with regard to your knowledge, skills and experience and the knowledge, skills and experience of others • Taking personal responsibility and reasonable care for the health and safety of self and others • Promptly reporting hazards, incidents, near misses and people or property damage to the Work Health Safety Team and Manager and assist with timely and accurate documentation • Actively participating in meetings and training relevant to role and workplace
<p>General</p>	<ul style="list-style-type: none"> • Respecting places, people and practices associated with the traditional custodians of the land • Respecting the diversity and differences within our team and community • Behaving in accordance with our values of being authentic, fair, kind, brave and sustainable • Positively supporting less experienced personnel • Undertaking other reasonably related duties to the position and award classification • Report information security incidents and any suspected breaches to the ICT team • Attend internal Information Security awareness training sessions from time to time as requested • Report to shifts on-time and fit for work, notifying absences as early as possible

EMPLOYEE CRITERIA

Employees performing this position have the following knowledge, skills, experience, and qualifications;

Essential

- Passion for and/or experience in environmental education
- Experience planning and delivering programs and activities that are engaging and educational, including evaluation and development
- Highly developed skills in establishing and maintaining relationships
- Well-developed organisation skills with the ability to juggle competing priorities and manage multiple projects successfully
- Highly developed communication skills (written, verbal, electronic) and the ability to relate well with people of different ages and backgrounds
- Able to consult and collaborate with other staff, teams and external parties to achieve role targets and organisational aims
- IT software optimisation – MS Office, ticketing platforms, social media
- Willingness to respond to last minute changes and to work flexible hours including weekends if required
- Ability to source resources and support from within and external to the organisation

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- Ability and commitment to act in accordance with the values, policies and procedures of Green Connect and Community Resources
- Ability to value, respect and work with people from diverse backgrounds
- Developed understanding of work health and safety in the workplace
- NSW Working with Children Check
- First Aid Certificate

Desirable

- Ability to capture engaging images and develop marketing content including social media posts

KEY CONTACTS

Employees in this position may interact as required with the following members of the workplace and community;

Contacts in the workplace

- Farm manager
- Tour guides and volunteers
- Green Connect management team
- Community Resources functional representatives eg Wellbeing & Safety, People & Culture, Marketing

Contacts in the community

- Members of the public
- Participants and facilitators
- Farm visitors
- Other stakeholders eg schools, corporate, funding, community groups