

Role Statement

SASI Workplace Coordinator

Classification Level:	ASO4	Agency:	Office for Recreation, Sport and Racing
Position Number:	P69258	Division:	Infrastructure and Planning
Direct Reports:	0	Business Unit:	Asset Management
ANZSCO Code:	5111	Reports to:	Facilities Manager
Date Updated:	Mar 2026	Location:	Mile End

Organisation Overview

The Office for Recreation, Sport and Racing (ORSR) is the lead South Australian Government agency for sport, active recreation and racing. ORSR supports sport and recreation organisations, local government, and the community by providing leadership and support through the development and delivery of funding, policy, programs, infrastructure planning and management, and high-performance pathways.

Division

The **Infrastructure and Planning** division provides a strategic and integrated approach towards the development and delivery of recreation and sport infrastructure and works to build diversity, strength, capacity and sustainability with industry clients and the community. The division is responsible for a number of the State's key sporting assets, including major sporting venues such as the South Australian Sports Institute, Mile End Sports Complex, SA Athletics Stadium and Adelaide Super-Drome. It undertakes development planning, construction, project management, facilities management, and recreation trails development and management.

Role Overview

The Workplace Coordinator is responsible for the day-to-day coordination and delivery of workplace services across the South Australian Sports Institute (SASI) facility, and where required, additional ORSR sites including the SA Athletics Stadium.

The role ensures that workplaces are safe, functional, well-presented and support a positive and productive experience for staff, athletes, tenants and visitors. It acts as the central point of contact for workplace-related services, coordinating both soft and hard facilities management activities in collaboration with internal teams, contractors and service providers. As well as manages the end-to-end client experience of our SASI high performance partners.



The position supports the effective operation of the SASI facility through management of workplace services, stakeholder engagement, service coordination and operational administration. This includes overseeing service delivery (cleaning, maintenance, security, etc.), managing workplace systems (such as bookings and access), and supporting workplace experience initiatives.

Working closely with internal stakeholders, SASI partners and service providers, the role contributes to a high-performing, customer-focused workplace environment aligned with organisational priorities and compliance requirements.

Key Outcomes of the Role

The Workplace Coordinator contributes to effective workplace operations by:

Workplace Experience and Stakeholder Engagement

- Acting as the first point of contact for workplace-related enquiries, issues and service requests, ensuring timely and professional resolution.
- Building and maintaining strong relationships with SASI, internal staff, tenants and partners to support a positive workplace experience.
- Supporting a welcoming, inclusive and service-focused workplace environment for staff, athletes and visitors.
- Coordinating stakeholder access to spaces within the SASI facility, including meeting rooms, shared areas and specialist environments.
- Administer the booking process and resolve conflicting priorities pertaining to user bookings.

Workplace Services Coordination

- Coordinating day-to-day workplace services to support staff productivity, wellbeing and operational effectiveness.
- Managing meeting rooms, shared spaces and booking systems to ensure efficient utilisation.
- Supporting workplace set-ups, moves, churn and bump in/bump out requirements.
- Maintaining workplace presentation standards, signage and wayfinding across the facility.
- Supporting workplace initiatives that enhance engagement, culture and user experience.

Facilities Management (FM)

- Coordinating soft facilities management services including cleaning, waste, consumables, security and grounds.
- Supporting the coordination of hard FM services, including maintenance requests, contractor attendance and asset-related issues.
- Raising and managing service requests/work orders and monitoring service delivery outcomes.
- Undertaking routine inspections to ensure facilities are safe, clean, compliant and fit for purpose.
- Escalating issues and risks in line with organisational procedures and ensuring timely resolution.

Contractor and Service Provider Management

- Coordinating contractor access, inductions and site requirements.
- Monitoring contractor performance and service levels to ensure compliance with agreed standards.
- Supporting contract administration, procurement processes and service reporting.

Operational Support and Continuous Improvement

- Supporting minor workplace and facilities-related projects from planning through to delivery.
- Assisting in the implementation and improvement of workplace systems, processes and tools.
- Contributing to the development and maintenance of operational procedures, checklists and documentation.
- Identifying opportunities to improve workplace experience, service delivery and operational efficiency.

Compliance, Safety and Workplace Standards

- Supporting workplace safety inspections, incident reporting and hazard identification.
- Ensuring contractors comply with site access requirements, inductions and safety standards.
- Maintaining workplace records, permits and documentation in line with compliance requirements.
- Supporting emergency preparedness and maintaining safe workplace conditions.

Contribution to Team Outcomes

Contribute to the broader success of the team by:

- Delivering a high standard of workplace experience and customer service.
- Ensuring facilities are safe, operationally ready and consistently well presented.
- Supporting effective coordination of workplace services across the SASI facility and athletics stadium.
- Enhancing collaboration across internal teams, SASI stakeholders and service providers.
- Contributing to consistent service delivery.

Special Conditions and Essential Requirements

- This role has been classified as a position of trust, and a 'prescribed position' under the *Child Safety (Prohibited Persons) Act 2016*. The incumbent is subject to a satisfactory Department of Human Services Working With Children Check (WWCC) in line with departmental criminal history screening policies and procedures.
- The incumbent is required to enter into an annual performance agreement to achievement of outcomes of ORSR.
- Some out of hours work may be required.

Qualifications / Licences

Essential

- Current driver's licence.
- Senior First Aid Certificate (or willingness to obtain).

Person Capabilities

- Experience in workplace experience, corporate services, facilities management or property operations within a complex or multi-user environment.
- Knowledge of or exposure to integrated facilities management models, including coordination of both soft and hard FM services.
- Experience coordinating contractors or service providers, including monitoring service delivery and resolving issues.
- Exposure to government or public sector environments, including an understanding of compliance, governance and procurement processes.
- Understanding of workplace health, safety and compliance requirements, including contractor management and site inductions.
- Demonstrated ability to contribute to process improvement, workplace initiatives or service enhancements.
- Experience working in environments supporting high-performance users, tenants or diverse stakeholder groups (e.g. sport, health, education or tier one commercial settings).
- Demonstrated ability to work respectfully and effectively with Aboriginal and Torres Strait Islander people and an understanding of Aboriginal cultural values and social issues and ensuring programs and services are accessible and meet Aboriginal community needs.
- Exhibit behaviours that model integrity, professional accountability and diversity across the department, across-government, and community interactions in line with the SA Government's Code of Ethics and the *Equal Employment Opportunity Act 1987*.
- Demonstrates commitment and accountability to the implementation of the Premier's Safety and Wellbeing Declaration and requirements of the *Work Health and Safety Act 2012*, utilising AS/NZS ISO31000:2009 Risk Management or equivalent.

Corporate Responsibilities

Exhibits behaviours and demonstrates commitment and accountability to:

- Keeping accurate and complete records of business activities in accordance with the *State Records Act 1997*.
- Maintaining a commitment to the *Public Sector Act 2009*, Ethical Conduct and the legislative requirements of the *Public Sector Act 2009* and *Work Health and Safety Act 2012*.



- Supporting and advocating Equal Employment Opportunity (EEO) and diversity in the workplace in accordance with EEO legislation. In particular, maintaining a commitment to promote an inclusive workplace in support of Aboriginal and Torres Strait Islander people and other under represented groups.

Delegate Approval

Name

Signature

Date: / /

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