

# Position description

## BLCS Service and Training Officer

### Summary information

Section	Key Venues	Directorate	City Living
Position grade	Grade 8	Position type	Permanent, full-time
Skill descriptor	Band 2 Level 2	Direct reports	Yes
Reports to	Aquatic & Leisure Centres Coordinator (Stanhope)	Release limit	\$0
Approval limit	\$0	BCC number(s)	BCC820
Created/reviewed	February 2022		

### Our Values

#### TEAMWORK



#### CUSTOMER FOCUSED



#### INNOVATION



#### COMMITMENT TO SAFETY



Our aspiration to be the best council in Australia is reflected in our workplace values of Teamwork, Customer Focused, Innovation and Commitment to Safety. These values define who we are, what we do and how we do it. They are the basis of our culture and influence the way we work with each other - and the way we serve our community.

It is our responsibility to apply and conduct ourselves in alignment with our corporate values. Collectively we can create a value-based organisation.

#### **Leadership is critical to all positions at Council.**

Leaders are responsible for providing direction and positive feedback to achieve business, operational and overall team performance objectives. They are responsible for enabling the success of their teams, and for ensuring their team can achieve all performance metrics whilst keeping each individual team member accountable. Our leaders are required to lead by example and provide coaching and support to enable their teams' success.

Individual team members should engage positively with their leader to set and achieve business and operational objectives. They are responsible for taking ownership of their performance metrics to ensure they can achieve all their objectives.

## 1 Position purpose

- The purpose of the position of Service and Training Officer is to directly organise, lead and coordinate the front desk and catering teams as well as coordinating and delivering the function of training and development for all Blacktown Leisure Centre Stanhope (BLCS) personnel.
- Monitoring of pre-requisite qualifications, ensuring re-qualification is coordinated and delivered and ensuring that all personnel maintain the essential qualifications and training required for a busy multi-functional facility.
- The position will assist the Coordinator Customer Experience in organizing, facilitating and delivering training to Key Venues personnel.

- The position will also ensure Work Health and Safety (WHS) systems at the Centre are effective to ensure that full compliance with all regulations and guidelines is maintained at all times and all staff have a high knowledge of WHS requirements.
- Act in accordance with the NSW *Work Health Safety Act 2011*, Work Health Safety Regulation 2017 and the Work Health and Safety (WHS) System.

## 2 Qualifications and experience

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### Essential

- Certificate III in a related field
- Solid experience
- Current driver's license
- Current Working with Children Check.

### Desirable

- Relevant experience in accordance with requirements outlined in the position description.
- Certificate III in Workplace Training and Assessment
- Knowledge of applicable legislation/regulations
- Knowledge of and/or experience of training and development programs
- Excellent organiser
- Logical with excellent 'attention to detail'
- Cash handling experience and cash management skills
- Proficient use of various computer applications
- Experience working both within a team environment and as a 'self-starter.'
- Demonstrated commitment to customer service.
- Availability to work flexible working hours.

## 3 Authority

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The incumbent has the authority to take any reasonable action that is consistent with the responsibilities of the position and to ensure the safe and efficient undertaking of work activities.

The incumbent's authority is subject to any limitation imposed by the management team, organisational policies, procedures and work instructions.

## 4 Key accountabilities

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### Position specific

- Ensure the Leisure Centre operates successfully and in accordance with meeting the service goals and objectives.
- Successfully provide training and development support systems through the efficient and effective use of physical, human and financial resources
- Provide quality customer service through competent, committed and confident program personnel who are empowered and enabled to take responsibility for meeting customer expectations within agreed parameters.

- Provide a safe environment for the enjoyment of customers through compliance with standards and requirements.
- Maintain 'good employer' relationships with program personnel and manage human resources through effective performance management, training and development.
- Assisting the Aquatic and Leisure Centre's Coordinator (Stanhope) in ensuring the Centre is managed in line with industry best practice and high levels of service and customer satisfaction.
- Ensure compliance with all legislative and Safety Regulations
- If this role is identified as a position which undertakes coordination of volunteer programs as well as the supervision of volunteers when they are on site (not including work experience placements) you will be required to:
  - familiarise yourself with our volunteer's policy and standard.
  - implement the policy and follow this Managing Volunteers standard in a consistent and fair manner.
  - undertake training needed to effectively coordinate volunteers.
  - allocate sufficient time to volunteer coordination.

### Work health and safety (WHS)

- Implement, monitor and, or comply with Council's WHS system, including but not limited to work health and safety policies, standard operating procedures, risk assessments/work instructions and associated system tools in their relevant work area.
- Adequately familiarise yourself with your work health and safety responsibilities and actively fulfill these as indicated in the WHS Responsibilities guideline WHS001.
- If this role is identified as a position with 'Chain of Responsibility' requirements, as defined by the *Heavy Vehicle National Law* and Regulations, you will, as far as reasonably practicable, ensure the safety of the vehicles transport activities. This is not limited to preventing breaches of mass, dimension, load, speed and fatigue laws and regulations.
- If this role is identified as a position which undertakes child-related work, as defined by the *Child Protection (Working With Children) Act 2012*, the *Child Protection (Working With Children) Regulation 2013* and the Office of the Children's Guardian, you will be required to maintain a current and valid Working with Children Check number, renewable every 5 years. In the event that there is any change to your Working with Children certificate clearance, you are obliged to report this to your manager immediately.
- WHS001 - Matrix is attach.

### Corporate

- To commit to and embrace the objectives of our community strategic plan, Our Blacktown 2041, by contributing to the delivery of our corporate objectives and strategic vision.

### Equal employment opportunity (EEO)

- Demonstrate appropriate knowledge of, and commitment to, EEO principles and anti-discrimination law in the workplace.

### Environmental sustainability

- Act in line with the *NSW Protection of the Environment Operations Act 1997*, the *NSW Local Government Act 1993* and seek to conserve and enhance our local environment, in consideration of Council's environmental sustainability policy through our work practices, programs and services.

## 5 Duties

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- Actively participate as directed in the induction and training of Leisure Centre personnel to ensure the provision of quality customer service through competent and customer focused staff who are empowered to take responsibility for meeting customer needs within set parameters.
- Provide and maintain high standards of professionalism and business probity during liaison with customers and organisations.
- Effective deployment and use of staff resources including organisation and checking of rosters, daily work schedules and procedures and 'stand-in' cover, as required.
- Report on any equipment, plant or building services issues.
- Contribute to ensuring high standards of cleanliness and hygiene are maintained throughout the facility through observation, reporting and, where necessary, urgent, immediate response.
- Be familiar and maintain a level of knowledge and competence that ensures familiarity with all operations and programs associated with the facility.
- Liaise with other staff within the facility to ensure the most efficient use of resources.
- Take a lead role in ensuring full compliance of the provisions of WHS is maintained at all times.
- Attend to customers and potential customers of the Centre regarding activities, programs and protocols whether face-to-face, via received facsimile, email enquiry or telephone contact.
- Ensure all statistical and information forms are completed and are accurate, legible and complete.
- Lead, attend and actively contribute to all meetings, as directed.
- Regularly check for messages and information during your working hours in the areas designated for receipt of such messages and take action as appropriate.
- Carry out and record performance review of direct staff, advising the Aquatic and Leisure Centre's Coordinator (Stanhope) and the Coordinator Customer Experience of ongoing training and development needs.
- Provide leadership that results in motivated and effective employees. This includes assisting with the managing of performance and identifying and fulfilling the training needs of Centre personnel.
- Manage expense and income budgets, as directed.
- Complete daily, weekly, monthly, bi-annual and annual documentation as required and within timelines stated.
- To facilitate, attend and actively participate in staff meetings and training workshops on a routine and systematic basis.
- Conduct tours of the Centre for visitors or new members as required.
- Liaise with other supervisory staff both within the facility, at other Key Venues and at Council to ensure the most efficient use of resources.
- To actively support and foster all facility staff working together as a "team" to meet the requirements expected by the Key Venues section, BCC and BVM.
- Provide leadership which results in motivated and effective employees. This includes managing performance of facility teams and identifying the training needs of all Centre personnel in conjunction with colleagues.
- Ensure personnel hold current pre-requisite qualifications for the roles they are employed for.
- Assist colleagues at other Key Venues as requested from time to time.

- Other duties as from time to time as may be reasonably required and requested by and/or through the BVM Chief Executive Officer or his or her nominee.
- Provide clients members and course participants with up-to-date facility and program information, which assists formulate an expectation about their program.
- Ensure quality programs and customer service remains the focus in all program deliverables.
- Maintain close working relationship and provide necessary information to the Aquatics Coordinator and Sports and Fitness Coordinator.
- Hands on involvement in service delivery, as required.
- Develop work schedules and monitor timesheet recording.
- Recruitment, training, induction, monitoring and evaluation of personnel.
- Provide regular coaching and counselling for Centre personnel.
- Identify professional training needs and organise delivery of agreed training.
- Ensure all staff are kept current in all health and safety procedures including, accident, incident and emergency evacuation and the use of program equipment.
- Maintain financial overview and accountability for designated budgets including operating expenditure and revenues.
- Maintain equipment used for all service delivery, catering and administration purposes.
- Provide reports as directed by the CEO BVM or his/her nominee covering detail of financial and non-financial performance for activities undertaken within the Centre.
- Maintain knowledge and implement Health and Safety policies and procedures. Respond to emergencies as specified in the Centre's Emergency Action Plan.
- Implement and Monitor Council's WHS policies, procedures and work instructions within area of responsibility to achieve and maintain WHS standards.
- Ensure that appropriate action is taken to implement WHS policy, health and safety procedures and legislative requirements.
- Actively take part, where required, in the resolution of safety and injury management issues.
- Consultation with employee WHS committee members and representatives, particularly on any workplace changes which have a health and safety component.
- The management of volunteers if required by the role.
- Other duties as directed consistent with the operations of Council.

## **6 Performance criteria**

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As per Council's performance management system.

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Individual team members should engage positively with their leader to set and achieve business and operational objectives. They are responsible for taking ownership of their performance metrics to ensure they can achieve all their objectives.

## Acknowledgement and agreement

<b>Employee</b>	<b>Name</b>		
	<b>Signature</b>		<b>Date</b>
<b>Supervisor</b>	<b>Name</b>		
	<b>Signature</b>		<b>Date</b>