
Leisure Support Officer

Position description

February 2022







Northern Grampians Shire Council
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Position description

Position title	Leisure Support Officer
Classification	Band 3
Directorate	Communities
Department	Active Communities

Our organisation

Northern Grampians Shire Council values community spirit, innovation and collaboration. We have implemented a flexible approach to working arrangements and locations that operates on the Microsoft Platform and, where possible, we are upgrading our systems to be cloud-based. This improves efficiency and equips our employees to undertake their roles effectively and efficiently whether they are working in the office or in other locations.

Position objectives

This position provides customer and administrative support at the Stawell Sports and Aquatics Centre, as well as undertaking lifeguard and swim teacher duties.

Key responsibility areas

- Ensure Council's Service Standards are met, customer requests are handled efficiently in a knowledgeable, confidential and timely manner through positive customer engagement and professional conduct with patrons and user groups.
- Provide customer and administrative services, including centre booking allocations, accounts payable and receivable functions, and stock and quality control of kiosk merchandise.
- Plan, prepare and safely conduct swimming lessons to Swim and Survive standard, using a variety of instructional methods and styles, including assessment and reporting on participant readiness, progression and/or level attainment.
- Undertake supervision of pool patrons and user groups to ensure water safety in accordance with centre policies and procedures, Royal Life Saving Society Australia (RLSSA) guidelines for safe pool operation and industry standards and practices
- Provide information for Council's website, social media and other promotional material.
- Assist the Coordinator SSAC with preparation and control of budgets through appropriate monitoring, measuring and reporting processes.
- Model Council values and be an integral member of the leisure services team including participating in team projects, process mapping and review, and proactively responding to customer requests.
- Perform, as directed, other duties that are within the limits of the incumbents' skill, competence and training.

Corporate responsibilities

All staff will:

- ensure that Council's Code of Conduct is adhered to at all times
- adhere to Council's OH&S, equal opportunity and risk management policies, procedures and work practices as well as act in accordance with the Charter of Human Rights.
- ensure that information about the activities and direction of the role are communicated to managers and staff within the organisation
- ensure all organisational reporting, Council and management meeting requirements are completed accurately and on time
- ensure Council's document management and customer-tracking systems are utilised and correspondence is actioned within required time frames

Organisational relationship

Reports to	Coordinator SSAC
Direct reports	
External relationships	Members, patrons, general public, user groups, sporting clubs & associations, schools, subcontractors.
Internal relationships	All Council employees

Accountability and extent of authority

- Employees perform work under general supervision.
- Employees in this position have contact with the public or other employees which involves explanations of specific procedures and practices.
- Employees may be required to supervise and coordinate others in similar or related work.
- Employees are accountable for the quality, quantity and timeliness of their own work in so far as available resources permit, and for the care of assets entrusted to them.

Judgement and decision making

- This position requires personal judgement. The nature of work is usually specialised with procedures well understood and clearly documented.
- The particular tasks to be performed will involve selection from a range of techniques, systems, equipment, methods or processes.

Specialist skills and knowledge

- This position requires proficiency in the operation of more complex equipment or knowledge of the use of plant which requires the exercise of judgement or adaption.
- Employees require the following skills:
 - Understanding and application of quality control techniques.
 - Supervisory skills.

Management skills

- This position may involve first line supervision of employees at the "work face".
- Employees must be able to provide employees under their supervision with on-the-job training and guidance. Such employees must also have a basic knowledge of personnel practices.

Interpersonal skills

- Employees require skills in oral and written communication with clients, other employees and members of the public and in the resolution of minor problems.
- Employees are expected to write reports in their field of expertise and to prepare external correspondence of a routine nature.

Qualifications and experience

- Employees will have satisfactorily completed structured training to one or more of the following levels:
 - Trade Certificate or equivalent,
 - Completion of TAFE accredited/industry-based training courses and/or
 - Knowledge and skills gained through on-the-job training commensurate with the requirements of the work in this position.

Selection criteria

1. A proven ability to plan and organise work to meet quality standards and manage constant requests for information or action from customers.
2. Certificate or Diploma qualification in administration or business, or some experience in administration and customer service roles.

3. Current qualifications and certification required to undertake lifeguard and swim teacher activities.
4. Demonstrated ability to work in a team environment and positively contribute to the team.

Conditions of employment

Conditions of employment are in accordance with the *Northern Grampians Shire Council Enterprise Agreement Number 9 – 2021* and Northern Grampians Shire Council policies and procedures.

Emergency Management - All employees may be required to undertake Emergency Management Duties as directed.

Qualifying period - All Council appointments are subject to a minimum period of employment ("qualifying period") of six months.

Driving licence – The incumbent must hold a current driver's licence which allows them to drive within Victoria.

Medical examination - Some appointments may be required to undertake a satisfactory pre-employment medical examination at Council's expense.

COVID-19 Vaccination – All Council appointments must provide evidence of their vaccination status to meet mandated vaccination requirements.

Working with Children Check - The incumbent must hold a current Working with Children Check.

Police Check - All appointments are subject to a satisfactory National Police Record Check.

Workcover arrangements - As a condition of appointment to this position, the appointee must disclose pre-existing illnesses or injuries prior to employment and may be required to undertake a medical examination with a Registered Medical Doctor; failure to do this may remove the appointee's entitlement to any future Workcover compensation.

Document review

Date Approved/reviewed	February 2021
Prepared by	Coordinator Human Resources
Approved by	Chief Executive Officer

Employee Signature

[acceptance_status]

[acceptance_date]

[candidate_name]