

Position Title	Site Supervisor Health and Wellness
Department	Community Services
Division	
Unit	Leisure & Aquatic Services
Team	Leisure & Wellness Programs
Supervises	Nil
Reports To	Team Leader Health and Wellness
Grade	F
Date Prepared	28/10/2025
Date Last Updated	20/04/2026

Our Vision & Values: A leading organisation that collaborates & innovates



We are committed to **safety**



We work as one **team**



We act with **integrity**



We care about our **customers**



We **continuously improve**

Primary Purpose of Position

The Site Supervisor Health & Wellness is responsible for providing day to day guidance to all Health and Wellness provisions for all of the Canterbury-Bankstown Leisure & Aquatic Centres.

The Site Supervisor Health & Wellness is required to have exemplary service delivery to support the Team Leader in managing the customer experience at each Centre to ensure a high quality experience is provided in line with Industry standards and the Customer Service Charter.

The Supervisor Health & Wellness is also responsible for guidance, training and support to the team of Health and Fitness Trainers and Wellness Instructors across Council's Centres to ensure a high level of engagement and commitment to a safe and high quality experience with our service.

Accountabilities

- Lead and uphold the Leisure & Aquatics Customer Experience Charter, ensuring all staff deliver a high-quality, safe, and customer-focused experience.
- Resolve customer complaints and feedback promptly, escalating complex matters as required.
- Plan, implement, and promote Health & Wellness programs, ensuring alignment with community needs and Council objectives.
- Manage program budgets and resources effectively, monitoring financial performance within the Health & Wellness area.
- Research market trends and maintain competitive, innovative programming that supports community health and wellbeing.
- Collaborate with the Coordinator, Marketing and Communications Specialist, and leadership team to deliver engaging programs and maintain accurate, up-to-date content across digital platforms.
- Provide leadership, guidance, and training to the Health & Wellness team, fostering professional growth and high performance.
- Deliver classes and personal training sessions, maintaining required qualifications and ongoing professional development.
- Ensure compliance with WHS, Child Safe standards, and Council policies, including timely incident reporting and safe equipment operation.

- Ensure adherence to the conditions of Canterbury Bankstown Council being a Child Safe organisation.
- Develop and maintain operational procedures, ensuring programs meet industry standards and best practice guidelines.
- Prepare rosters and regular reports on program and financial performance, ensuring efficiency and alignment with budget.
- Conduct regular inspections of equipment and facilities, ensuring safety and timely repairs.
- Support membership acquisition and retention strategies, contributing to overall participation growth.

- Maintain accurate accreditation records for all staff and ensure instruction meets industry standards.

- Contribute to continuous improvement initiatives, including reviewing operations manuals and identifying opportunities for service enhancements.
- Perform other duties as directed within the scope and level of the position.

Position capabilities and level

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

Capability Profile – Supervisor		
Capability Group	Capability Name	Level
 Personal Character	Lead Self	Adept
	Display Resilience	Intermediate
	Act with Integrity	Adept
	Safety and Accountability	Adept
 Relationships	Communicate and Engage	Intermediate
	Customer and Community Focus	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
 Results	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Innovate and Improve	Intermediate
	Deliver Results	Adept
 Resources	Finance	Foundational
	Assets and Tools	Intermediate
	Technology and Information	Intermediate
	Procurement and Contracts	Foundational
 People Leadership	Manage and Develop People	Foundational
	Inspire Direction and Purpose	Intermediate
	Optimise Workforce Contribution	Foundational
	Lead and Manage Change	Intermediate

Focus Capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least satisfactory level for a candidate to be suitable for appointment.

CBCity Capability Framework - Focus Capabilities

Group & Capability	Level	Behavioural Indicators
Personal Character		
Lead Self	Adept	<ul style="list-style-type: none"> • Initiates action on team/unit projects, issues and opportunities • Accepts and tackles demanding goals with drive and commitment • Seeks opportunities to apply and develop strengths and skills • Examines and reflects on own performance • Seeks and responds well to feedback and guidance
Relationships		
Customer and Community Focus	Intermediate	<ul style="list-style-type: none"> • Identifies and responds quickly to customer needs • Demonstrates a thorough knowledge of services provided • Puts the customer and community at the heart of work activities • Takes responsibility for resolving customer issues and needs
Results		
Think and Solve Problems	Intermediate	<ul style="list-style-type: none"> • Gathers and investigates information from a variety of sources • Questions basic inconsistencies or gaps in information and raises to appropriate level • Asks questions to get to the heart of the issue and define the problem clearly • Analyses numerical data and other information and draws conclusions based on evidence • Works with others to assess options and identify appropriate solution

Resources		
Technology and Information	Intermediate	<ul style="list-style-type: none"> Shows confidence in using core office software and other computer applications Makes effective use of records, information and knowledge management systems Supports the introduction of new technologies to improve efficiency and effectiveness

* Focus Capabilities are those judged to be the most important at the time of recruiting to the position. The mix of "focus" capabilities can change over time, reflecting changing work priorities and current team strengths.

Delegations

Decisions associated with this position are to be made in accordance with the Delegations of Authority (Policy186) approved by the Chief Executive Officer.

Code of Conduct

All staff are required to adhere to the Code of Conduct (CP25).

Work Health & Safety

All staff are required to adhere to Council's WHS&E Responsibilities and Authorities document (REF229) and associated policies and procedures.

Records Management

All staff are required to comply with Council's Records and Information Management policies, procedures and guidelines.

Fraud & Corruption Prevention

All staff must familiarise themselves with Council's policies, systems and procedures that are in place to guard against the risk of fraud and corruption. This includes behaving ethically at all times, and actively identifying and reporting any suspected fraud and corruption.

Qualifications and Experience

Essential Qualifications

- Certificate III in Fitness.
- Certificate IV in Fitness.
- First Aid Certificate.
- Current CPR Certificate.
- Current Class C Drivers Licence.
- Current Working with Children Check (WWCC).
- Fitness registration with an Australian based organisation or willing to obtain within 3 months of employment.

Essential Experience

- Demonstrated experience in supervising Health and Wellness offerings and programs.

- Experience in leading a team to deliver a high quality service, programs and experience in the fitness industry.
- Demonstrated ability to supervise and lead an operational team.
- Demonstrated experience in gym supervision, fitness testing and developing fitness programs.
- Demonstrated planning and organisational skills.
- High Levels of initiative and self-motivation.
- Demonstrated ability to attract new clients, develop appropriate programs and generate new revenue streams.
- Excellent communication and customer service skills.
- High level of computer literacy and administrative ability.
- Ability to work effectively in a team environment and solve problems quickly and constructively.
- Demonstrated successful time management and prioritisation skills.
- Proficiency in administration and achieving set KPI's.

Desirable Qualifications and or Experience

- Diploma in Fitness.
- Cert IV in Training and Assessment.
- Group Fitness certificates in Aqua, Les Mills, Yoga and/or Pilates highly regarded.
- Experience working within the Local Government industry.
- Experience in Marketing and Promotions of programs and services.

HUMAN RESOURCES USE (SELECT YES OR NO)	YES	NO
Does this position fall under the definition of child related employment?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Does this position require incumbent to undergo criminal reference check?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Does this position require incumbent to demonstrate good driving Licence class required: C Class Drivers Licence	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Will incumbent need to make disclosure of pecuniary interest?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Could there be a conflict of interest with secondary employment?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Does this position have an inherently high risk for fraud and corruption?	<input type="checkbox"/>	<input checked="" type="checkbox"/>