

Position Title	Site Supervisor Leisure, Wellness & Aquatics Customer Experience
Department	Community Services
Division	
Unit	Leisure & Aquatic Services
Team	Leisure & Aquatics Customer Experience
Supervises	Nil
Reports To	Team Leader Leisure, Wellness and Aquatics Customer Experience
Grade	E
Date Prepared	28/10/2025
Date Last Updated	12/02/2026

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

Responsible for providing day to day guidance to the Leisure & Aquatic Customer Experience Team, as well as support to the Leisure & Aquatic Services Leadership Team. The Site Supervisor will be required to Lead by example for team members at a site level, provide training and guidance to the wider Customer Experience team. The Site Supervisor also supports the Team Leader in managing the Customer Experience at each site to ensure a high-quality experience is provided in line with the Leisure & Aquatic Services Customer Service Charter. The Site Supervisor will also complete operational shifts to ensure the level of service at the front line is managed. The remainder of their roster conducting supervisory, administrative, operational and other tasks that support the wider Team and the Leisure & Aquatic Services Customer Experience Team.

Accountabilities

- Provide day-to-day supervision and scheduling of frontline Customer Experience staff to ensure adequate coverage and consistent service delivery across Leisure & Aquatic locations.
- Support induction, training, and skill development for new and existing team members, reinforcing standards and procedures set by the Team Leader.
- Ensure compliance with policies, procedures, and systems, providing clarification and coaching where required.
- Monitor customer interactions in real time, resolving routine issues and escalating complex matters to the Team Leader.
- Collect and communicate feedback and insights from staff and customers to support continuous improvement initiatives.
- Encourage adoption of digital tools and technologies to improve efficiency and enhance customer experience.
- Track team performance against KPIs, providing updates to the Team Leader and taking corrective actions where necessary.
- Identify opportunities to streamline processes and contribute suggestions for service enhancements.
- Support marketing initiatives and lead generation at the frontline level.
- Foster a positive, customer-focused, and collaborative team environment that reflects organisational values.

- Ensure adherence to the conditions of Canterbury Bankstown Council being a Child Safe organisation.
- 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
Relationships		
Customer and Community Focus	Intermediate	- 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
Resources		
Technology and Information	Intermediate	- 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
Results		
Innovate and Improve	Intermediate	- Researches developments and trends in the industry - Thinks about issues and opportunities from different viewpoints - Links together unrelated ideas or events to generate insights - Identifies improvements to work systems, processes and practices
Personal Character		
Safety and Accountability	Adept	- Is prepared to make decisions within own level of authority - Takes an active role in managing issues in the team - Coaches team members to take responsibility and follow through - Implements safe work practices and manages work health and safety risks

- Identifies and manages other risks in the workplace

* 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

- Current CPR Certificate.
- Current First Aid Certificate.
- Current Class C Drivers Licence.
- Current Working with Children Check (WWCC).

Essential Experience

- Minimum 2 years' experience in a customer-facing role within a customer experience team.
- Demonstrated experience in leading a team to provide high quality customer service in a fast paced environment.
- Ability to prioritise tasks and assist leaders in performance management.
- A proven ability to coach and develop staff members.
- Ability to motivate others and foster a strong team culture.
- Excellent computer skills and experience with Microsoft Office products.
- Adaptability and flexibility to accommodate change and provide responsive services to meet customer needs.

Desirable Qualifications and or Experience

- Cert IV Customer Contact / Frontline Management or similar.
- Demonstrated ability to foster inclusion and engage with culturally diverse communities.
- Experience in implementing changes to work processes.
- Experience working in a Leisure & Aquatic environment or operational environment.

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