

Position Title	Coordinator Customer Experience - Leisure, Wellness and Aquatic Services
Department	Community Services
Division	
Unit	Leisure & Aquatic Services
Team	Leisure & Aquatics Customer Experience
Supervises	Marketing and Communications Specialist - Leisure & Aquatics, Team Leader Leisure, Wellness & Aquatics Customer Experience, Site Supervisors Customer Experience and Customer Experience Officers
Reports To	Manager Leisure & Aquatic Services
Grade	I
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 Coordinator Customer Experience - Leisure, Wellness & Aquatic Services is accountable for leading the overall customer experience and initiatives within the digital space to ensure Leisure & Aquatics meet and exceed the current industry best practice.

The Coordinator is responsible for shaping and delivering the customer experience journey to the Leisure & Aquatics Team to ensure strategies, processes and training is delivered to the wider team to create positive experiences at every touchpoint.

The Coordinator will manage the customer experience Team Leader, Site Supervisor, Customer Experience Officers and the Marketing Coordinator, ensuring the customer experience team achieves financial performance and set KPI's across all of Council's Leisure & Aquatic Centres' programs.






Accountabilities

- Lead and inspire the Customer Experience team to deliver exceptional service across all Leisure & Aquatic touchpoints, fostering a culture of excellence and inclusion.
- Recruit, develop, and mentor team members, ensuring capability growth and alignment with organisational values and performance objectives.
- Set and monitor facility and team goals that support Council's strategic objectives and promote safe, high-quality service delivery.
- Oversee membership services and the member journey, including acquisition, engagement, and retention strategies.
- Drive continuous improvement by reviewing systems, policies, and procedures, and implementing innovative solutions to enhance customer experience.
- Lead the Customer Experience Strategy, ensuring integration with marketing initiatives and customer lead generation activities.
- Utilise data and analytics to monitor performance, identify trends, and inform decision-making for service enhancements.

- Collaborate with internal and external stakeholders to strengthen partnerships and deliver community-focused programs and events.
- Maintain compliance with WHS, Child Safe standards, and Council policies, including accurate incident reporting and staff training.
- Manage budgets and resources effectively, ensuring cost efficiency and alignment with approved financial plans.
- Stay informed on industry best practices and emerging technologies to drive innovation and digital enhancements in customer experience.
- 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 – People Leader Profile 1		
Capability Group	Capability Name	Level
 Personal Character	Lead Self	Advanced
	Display Resilience	Advanced
	Act with Integrity	Advanced
	Safety and Accountability	Advanced
 Relationships	Communicate and Engage	Advanced
	Customer and Community Focus	Adept
	Work Collaboratively	Advanced
	Influence and Negotiate	Adept
 Results	Plan and Prioritise	Advanced
	Think and Solve Problems	Adept
	Innovate and Improve	Advanced
	Deliver Results	Advanced
 Resources	Finance	Adept
	Assets and Tools	Adept
	Technology and Information	Adept
	Procurement and Contracts	Adept
 People Leadership	Manage and Develop People	Advanced
	Inspire Direction and Purpose	Advanced
	Optimise Workforce Contribution	Adept
	Lead and Manage Change	Adept

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
People Leadership		
Optimise Workforce Contribution	Adept	<ul style="list-style-type: none"> • Develops team/project plans that take into consideration individual capabilities, strengths and preferences • Identifies opportunities for stretch assignments to help grow the capabilities and experience of • Plans and monitors team resource allocation in line with organisational priorities • Makes informed contributions to workforce planning and resource allocation processes • Makes good recruitment decisions based on the capabilities, knowledge and experience required in the role
Relationships		
Customer and Community Focus	Adept	<ul style="list-style-type: none"> • Demonstrates a sound understanding of the interests and needs of customers and the community • Takes responsibility for delivering quality customer- focused services • Listens to customer and community needs and ensures responsiveness • Builds relationships with customers and identifies improvements to services • Finds opportunities to work with internal and external stakeholders to implement improvements to customer services
Results		
Innovate and Improve	Advanced	<ul style="list-style-type: none"> • Encourages independent thinking and new ideas from others • Draws on developments and trends in the industry and beyond to develop solutions • Supports experimentation and rapid prototyping to test and refine innovative solutions • Develops/champions innovative solutions with long standing, organisation-wide impact

		<ul style="list-style-type: none"> • Explores creative alternatives to improve management systems, processes and practices • Contributes own knowledge and experience to staff training and development sessions
Relationships		
Work Collaboratively	Advanced	<ul style="list-style-type: none"> • Builds a culture of respect and understanding across the organisation • Facilitates collaboration across units and recognises outcomes resulting from effective collaboration between teams • Builds co-operation and overcomes barriers to sharing across the organisation • Facilitates opportunities to develop joint solutions with stakeholders across the region • Models inclusiveness and respect for diversity in people, experiences and backgrounds

* 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

- Tertiary Qualifications in Business, Leadership and Management or related discipline and/or demonstrated relevant experience
- Current First Aid & CPR Certificate or willingness to gain the qualification if successful in recruitment
- Current Class C Drivers Licence
- Current Working with Children Check (WWCC)

Essential Experience

- Extensive experience in managing a large team of customer facing team members.
- Demonstrated experience to lead and manage change.
- Well developed communication skills, in person, on the phone and in writing.
- Demonstrated ability to manage a budget detailing expenses and income.
- Demonstrated ability to proactively identify areas for improvement and drive change, with strong interpersonal skills and experience in planning and organising.
- Experience working with a diverse customer base.
- Experience working and managing teams across multiple sites.
- Experience managing team KPI's and team performance.
- Experience in managing and delivering customer experience strategy.

Desirable Qualifications and or Experience

- First Aid Certificate.
- CPR Certificate.
- Knowledge of Local Government policies and procedures will be highly regarded.

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 checked="" type="checkbox"/>	<input 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"/>