

Position Title	Team Leader Leisure, Wellness and Aquatics Customer Experience
Department	Community Services
Division	
Unit	Leisure & Aquatic Services
Team	Leisure & Aquatics Customer Experience
Supervises	Site Supervisors Customer Experience and Customer Experience Officers
Reports To	Coordinator Customer Experience - Leisure, Wellness and Aquatic Services
Grade	G
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

Accountable for contributing to the development of efficient and effective customer experience across Council's Leisure & Aquatic Centres. Oversee the day to day customer experience in line with the Code of Conduct and the Leisure & Aquatics Customer Service Charter. The Team Leader Leisure, Wellness and Aquatics Customer Experience will ensure their teams work safely, in a cost-effective manner and in line with the prescribed quality and industry standards and ensuring they enhance the overall customer experience. Contribute to enhancing customer engagement, implementing service strategies, and fostering a culture of excellence that ensures every customer and stakeholder receives a positive and professional experience.

Accountabilities





- Lead and supervise frontline Customer Experience staff across multiple Leisure & Aquatic locations, ensuring consistent service delivery and adherence to the Customer Experience Charter.
- Coordinate recruitment, onboarding, and ongoing training to build a skilled, high-performing team.
- Develop and manage rosters to ensure adequate coverage and exceptional customer service during operating hours.
- Implement and uphold policies, procedures, and systems, ensuring consistency across all sites.
- Monitor customer interactions and feedback, resolving routine issues and escalating complex matters to the Coordinator.
- Model and promote excellence in customer experience, leading by example in all interactions.
- Contribute to marketing initiatives and the Customer Experience Strategy, supporting lead generation and community engagement.
- Champion technology adoption, including AI-driven tools, to improve efficiency and enhance customer experience.
- Maintain awareness of industry best practices and share insights to inform service improvements.
- Track and report on team KPIs, ensuring targets are met and corrective actions are implemented where necessary.

- 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 2

Capability Group	Capability Name	Level
 Personal Character	Lead Self	Advanced
	Display Resilience	Adept
	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	Adept
	Deliver Results	Advanced
 Resources	Finance	Adept
	Assets and Tools	Adept
	Technology and Information	Adept
	Procurement and Contracts	Adept
 People Leadership	Manage and Develop People	Adept
	Inspire Direction and Purpose	Adept
	Optimise Workforce Contribution	Intermediate
	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	Advanced	<ul style="list-style-type: none"> • Demonstrates motivation to serve the community and organisation • Initiates team activity on organisation/unit projects, issues and opportunities • Seeks and accepts challenging assignments and other development opportunities • Seeks feedback broadly and asks others for help with own development areas • Translates negative feedback into an opportunity to improve
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
People Leadership		
Inspire Direction and Purpose	Adept	<ul style="list-style-type: none"> • Demonstrates passion, enthusiasm and personal dedication to the organisation's vision • Translates organisation and unit objectives into team goals and plans to help staff understand the links • Builds a shared sense of purpose through involving people in the process of cascading goals

		<ul style="list-style-type: none"> • Motivates staff by providing autonomy in how they do their work, saying thanks and celebrating successes • Takes opportunities to recognise and reward individual and team efforts and performance
Results		
Innovate and Improve	Adept	<ul style="list-style-type: none"> • Produces new ideas, approaches or insights • Analyses successes and failures in the organisation for insights to inform improvement • Identifies ways in which industry developments and trends impact on own business area • Shows curiosity in the future of the community and region and thinks creatively about opportunities for the organisation • Identifies, shares and encourages suggestions for organisational improvement • Experiments to develop innovative solutions

* 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 related discipline and/or demonstrated relevant experience
- Current Working with Children Check (WWCC)
- Current Class C Drivers Licence

Essential Experience

- Demonstrated experience in leading teams to provide high quality customer service in a fast paced environment.
- Ability to prioritise tasks and making difficult decisions including managing performance.
- A proven ability to coach and develop staff members.
- Strong negotiation skills.
- Strong interpersonal and communication skills, with demonstrated ability to motivate others and foster a strong team culture.
- Excellent computer skills with Microsoft Office products.
- Advanced problem solving and decision making skills and the ability to develop appropriate solutions.
- 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.

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"/>