

Position Title	Indoor Play Centre Assistant
Department	Community Services
Unit	Customer Experience and Recreation
Team	Morris Iemma Indoor Sports Centre
Supervises	NIL
Reports To	Team Leader Morris Iemma Indoor Sports Centre
Grade Range	A
Date Prepared	25/07/2024
Date Last Updated	28/03/2025

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 Play Centre Assistant's role is to deliver quality customer service and provide a positive guest experience for the community. You will be responsible for facilitating community functions, such as children's birthday parties at the Children's Indoor Play Centre.

A key responsibility is to ensure a clean and safe environment is provided for the community and to represent Council in a professional manner. To display behaviours which are consistent with Councils Ambition & Purpose 'Our Community loves their Community' and 'Together we create a great city we love.'

Responsibilities include food preparation, serving, and clean-up, as well as. They are also tasked with maintaining a clean and safe environment, attending to customer needs, and handling cash transactions.

Accountabilities

- Setup and clean-up of the function / party areas
- Ensure the indoor play centre equipment is clean and ready for use
- Food preparation and service
- Coordinating activities and games for guests
- Attending to customer needs during functions
- Good time management and ability to keep to schedules
- Ability to create a friendly-fun environment for guests
- Provide quality customer service by communicating and interacting with parents and guardians
- Ensure personal presentation is always professional, including abiding by Council's Uniform Policy
- Participate in mandatory training including Food Safety
- Night and Weekend Work

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 – Council Officer

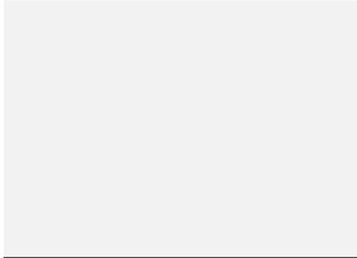
Capability Group	Capability Name	Level
 Personal Character	Lead Self	Adept
	Display Resilience	Intermediate
	Act with Integrity	Adept
	Safety and Accountability	Intermediate
 Relationships	Communicate and Engage	Intermediate
	Customer and Community Focus	Adept
	Work Collaboratively	Adept
	Influence and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

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	Adept	<ul style="list-style-type: none"> • Demonstrates a sound understanding of the interests and needs of customers and the • 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
Personal Character		
Safety and Accountability	Intermediate	<ul style="list-style-type: none"> • Follows through reliably and openly takes responsibility for own actions • Understands delegations and acts within authority level • Is vigilant about the use of safe work practices by self and others • Is alert to risks in the workplace and raises them to the appropriate level
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
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

* 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 General Manager.

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.

Qualifications and Experience

Essential Qualifications

- Current First Aid Certificate
- Working with Children's Check
- Basic Food Handlers Certificate

Essential Experience

- Maintain professionalism in a customer service environment and basic customer service skills
- Good communication and interpersonal skills

Desirable Qualifications and or Experience

- Experience with hosting birthday parties in a similar environment
- Ability to work with children and engage with children

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 checked="" type="checkbox"/>	<input type="checkbox"/>
Does this position require incumbent to demonstrate good driving Licence class required: C Class Drivers Licence	<input type="checkbox"/>	<input checked="" 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"/>