

<b>Position Title</b>	Site Supervisor Leisure & Aquatic Operations
<b>Department</b>	Community Services
<b>Unit</b>	Leisure & Aquatic Services
<b>Team</b>	Leisure & Aquatic Operations
<b>Supervises</b>	Nil
<b>Reports To</b>	Team Leader Leisure & Aquatic Operations
<b>Grade Range</b>	
<b>Date Prepared</b>	6/10/2020
<b>Date Last Updated</b>	12/02/2024

## 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 leadership and guidance to the Leisure & Aquatic Services staff, as well as support to the Leisure & Aquatic Services Leadership Team. The Site Supervisor will be required to incorporate industry best practice, exemplary service delivery and strong leadership and will assist in providing a safe and enjoyable experience for the community by ensuring all team members are following the Aquatics Unit processes and procedures and are trained in all procedures relevant to their roles.

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 incumbent will spend part of their weekly roster as a Senior Duty Manager and the remainder of the roster conducting supervisory, administrative, operational and other tasks that support the Team and the Leisure & Aquatic Services Leadership Team.

## Accountabilities

- Support the Team Leader Leisure & Aquatic Operations by providing leadership for and supervision of the Leisure & Aquatics staff.
- Assist the Team Leader Leisure & Aquatic Operations to facilitate and provide training and technical advice to relevant staff.
- Undertake Lifeguard or Duty Manager role as required. The Site Supervisor will be on the roster for a minimum of two (2) days per week in a Duty Manager capacity.
- Supervise daily and seasonal work tasks in the centre.
- Ensure all employees are working in accordance with safe work practises and in the safe operation of equipment and WHS policies and procedures.
- Assist in the planning, implementation, supervision and evaluation of Centre operations.
- Oversee the Centre's emergency evacuation and emergency response systems.
- Ensure the safety of customers in your areas of the Centre and respond to first aid emergency incidents in accordance with Centre procedures.
- Oversee the smooth management of the Centre's bookings and hire.
- Assist the Team Leader to ensure all incidents, near misses and hazards are managed in line with Council's policies and procedures and reported accordingly through Solv Safety.
- Conduct and monitor cleaning and maintenance of the facility.
- Provide input to the Centre's budgets and assist in the daily management of budget performance.

- Manage the adherence to the Leisure & Aquatics Customer Service Charter and ensure all staff are contributing to a high quality customer experience.
- Ensure the kiosk and customer service area budget performs in line with expectations.
- Check and endorse purchase order requests by Customer Service Staff in line with budget.
- Develop and maintain effective working relationships with all centres users, clubs and hirers.
- Treat all customer information in accordance with the Privacy Act
- Contribute to the regular review of Canterbury Bankstown Leisure & Aquatics' Operations Manuals.
- Other duties as requested by the Leisure & Aquatic Services Leadership Team.

## 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
 <b>Personal Character</b>	<b>Lead Self</b>	Adept
	Display Resilience	Intermediate
	Act with Integrity	Adept
	Safety and Accountability	Adept
 <b>Relationships</b>	Communicate and Engage	Intermediate
	<b>Customer and Community Focus</b>	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
 <b>Results</b>	Plan and Prioritise	Intermediate
	<b>Think and Solve Problems</b>	Intermediate
	Innovate and Improve	Intermediate
	Deliver Results	Adept
 <b>Resources</b>	Finance	Foundational
	<b>Assets and Tools</b>	Intermediate
	Technology and Information	Intermediate
	Procurement and Contracts	Foundational
 <b>People Leadership</b>	Manage and Develop People	Foundational
	Inspire Direction and Purpose	Intermediate
	<b>Optimise Workforce Contribution</b>	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
<b>Personal Character</b>		
Lead Self	Adept	<ul style="list-style-type: none"> <li>• Initiates action on team/unit projects, issues and opportunities</li> <li>• Accepts and tackles demanding goals with drive and commitment</li> <li>• Seeks opportunities to apply and develop strengths and skills</li> <li>• Examines and reflects on own performance</li> <li>• Seeks and responds well to feedback and guidance</li> </ul>
<b>Relationships</b>		
Customer and Community Focus	Intermediate	<ul style="list-style-type: none"> <li>• Identifies and responds quickly to customer needs</li> <li>• Demonstrates a thorough knowledge of services provided</li> <li>• Puts the customer and community at the heart of work activities</li> <li>• Takes responsibility for resolving customer issues and needs</li> </ul>
<b>Results</b>		
Think and Solve Problems	Intermediate	<ul style="list-style-type: none"> <li>• Gathers and investigates information from a variety of sources</li> <li>• Questions basic inconsistencies or gaps in information and raises to appropriate level</li> <li>• Asks questions to get to the heart of the issue and define the problem clearly</li> <li>• Analyses numerical data and other information and draws conclusions based on evidence</li> <li>• Works with others to assess options and identify appropriate solution</li> </ul>
<b>People Leadership</b>		
Optimise Workforce Contribution	Foundational	<ul style="list-style-type: none"> <li>• Allocates work tasks appropriately to make the best use of the skills and strengths of people in the team</li> </ul>

		<ul style="list-style-type: none"> <li>Identifies current and potential resource/capability gaps in the team and seeks advice on how to manage them</li> <li>Ensures that team members make effective use of time and resources</li> </ul>
<b>Resources</b>		
Assets and Tools	Intermediate	<ul style="list-style-type: none"> <li>Uses a variety of work tools and resources to enhance work products and expand own skill</li> <li>Ensures others understand their obligations to use and maintain work tools and equipment appropriately</li> <li>Contributes to the allocation of work tools and resources to optimise team outcomes</li> </ul>

\* 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

- Pool Lifeguard Licence & Certificate
- Technical Operations Certificate (RLSSA or TAFE NSW)
- Senior First Aid Certificate
- Current CPR Certificate
- Current Class C Drivers Licence
- Current Working with Children Check (WWCC)

## Essential Experience

- Demonstrated experience in leading a team to deliver a high quality and safe customer experience
- Demonstrated ability to manage and lead the performance of team members
- Demonstrated experience in managing pool supervision plans, plant & equipment operations and water quality in line with industry regulations
- Demonstrated experience in overseeing centre maintenance and liaison with trades/contractors
- Well established ability to manage a quality and safe customer experience within a large Leisure & Aquatic Centre or similar
- Experience in customer relationship management, bookings and facility hire
- Demonstrated experience in managing front of house operations including general customer service, stock control, sales and memberships
- Highly organised experience managing access and allocation of space to multiple facility user
- Demonstrated ability in resolving operational problems relating to the the Leisure & Aquatic Centres
- Experience in Risk Assessment and Risk Management
- Demonstrated and successful time management and work prioritisation skills
- Strong verbal, written and e-communication Skills
- Proficiency in administration and achieving set KPI's.
- Sound computer literacy

## Desirable Qualifications and or Experience

- Cert IV in Training and Assessment
- Austswim Certificate in Teacher of Water Safety
- Tertiary qualifications in Workplace Health and Safety
- Delivery of CPR and Resuscitation Training
- Tertiary Qualifications in Business Administration

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"/>