

Position Title	Sports Centre Services Officer
Department	Community Services
Unit	Customer Experience and Recreation
Team	Morris lemma Indoor Sports Centre
Supervises	NIL
Reports To	Team Leader Morris lemma Indoor Sports Centre
Grade Range	D
Date Prepared	3/06/2026
Date Last Updated	3/06/2026

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 primary objective of this role is to deliver a high-quality customer experience to visitors of Morris lemma Indoor Sports Centre in a professional and courteous manner.

The role supports the Team Leader by ensuring the smooth day-to-day operation of the Centre during rostered shifts, overseeing events and bookings (including birthday parties), acting as the most senior staff member on site in the absence of management, supervising frontline staff, and making operational decisions to resolve issues as required.

The role contributes to maintaining a safe, welcoming, and enjoyable environment for all Centre users in line with Council policies, public requirements, and industry standards. Administrative duties are undertaken as required to support the efficient and effective operation of the Centre.

Accountabilities

- Support casual staff during shifts by providing direction, guidance and coaching to promote consistent service delivery
- Promote a positive, inclusive and respectful team environment through teamwork, communication and collaborative work practices
- Assist with coordinating the Indoor Play Centre bookings and overseeing related activities to ensure smooth execution and high customer satisfaction. This includes set-up, activity facilitation, and liaising with parents and casual staff to ensure an enjoyable experience for all participants.
- Ensure booking, event, birthday party and kiosk processes are followed consistently by staff
- Undertake administrative tasks related to customer bookings, record keeping, reporting, social media, website, programs & competitions. Maintain accurate records in accordance with Council Policies
- Work with the Team Leader and Operations Supervisor to manage end-to-end ordering processes for general materials, minor assets and kiosk inventory, including stock monitoring, ordering requests and receipt of goods to support efficient operations.
- Assist with training new and existing casual staff in Centre procedures and processes, safety expectations and customer experience standards.
- Work closely with the Team Leader, Centre Operations Supervisor and Programs & Competitions Officer to ensure consistent service delivery. Share feedback and identify opportunities to improve the customer experience.

- Assist with the promotion and delivery of centre programs, events and services in line with Councils guidelines. Contribute to new program ideas.
- Perform cashiering duties including the use of the Booking Management and POS systems, reporting and balancing
- Ensure the correct use, set-up/pack-down, storage and security of all Centre equipment.
- Ensure compliance with WHS requirements and centre procedures by conducting regular safety checks during shifts. Identify and reports hazards, incidents and maintenance issues promptly.
- Support a safe, inclusive and respectful environment for all staff and customers
- Perform first aid procedures as required
- Carry out general functions in relation to reception and kiosk areas as required, which includes preparation and/or cooking of food and making coffee.
- Maintain cleanliness, safety and security of the Centre, including performing and overseeing general cleaning. This includes common areas, amenities and kiosk, equipment set-up/pack-down and hygiene standards.

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
 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
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
Relationships		
Work Collaboratively	Intermediate	<ul style="list-style-type: none"> • Encourages an inclusive, supportive and co-operative team environment • Shares information and learning within and across teams • Works well with other teams on shared problems and initiatives • Looks out for the wellbeing of team members and other colleagues • Encourages input from people with different experiences, perspectives and beliefs • Shows sensitivity to others' workloads and challenges when asking for input and contributions
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

		<ul style="list-style-type: none"> Analyses numerical data and other information and draws conclusions based on evidence Works with others to assess options and identify appropriate solution
People Leadership		
Inspire Direction and Purpose	Intermediate	<ul style="list-style-type: none"> Explains the organisation’s mission and how the “team’s work relates Promotes the organisation’s direction and goals and encourages a positive attitude in the team Discusses organisational issues with the team and helps them understand decisions in context Recognises and acknowledges individual and team achievements
Resources		
Finance	Foundational	<ul style="list-style-type: none"> Shows respect for the value of public money by reducing inefficiency and waste Calculates and records financial information accurately Seeks approval from manager/ supervisor for expenses and claims, as required by policies or guidelines
Relationships		
Customer and Community Focus	Intermediate	<ul style="list-style-type: none"> 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

* 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

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

Essential Experience

- Relevant tertiary qualifications and/or extensive demonstrated previous experience in facility management or the operation of a sports, recreation or leisure Centre.
- Strong leadership abilities with experience in supervising and training staff.
- Demonstrated high level planning, organisational and time management skills, with the ability to handle multiple priorities simultaneously.
- Strong interpersonal and communication skills, capable of working collaboratively with team members, external partners, and the community.
- Demonstrated budget management.
- Experience in, and demonstrated understanding of, all WHS legislation and the development of safety documentation, policies and procedures.
- High level of computer literacy and administrative ability.

Desirable Qualifications and or Experience

- Experience working within the Local Government industry.
- Experience in the marketing/promotions of programs and services.
- Experience using a booking management system.
- Experience with social media and website content.

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 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"/>