



POSITION DESCRIPTION/SPECIFICATION

1. POSITION IDENTIFICATION

Title	Leisure Short Course Instructor – School Aged Children’s Sports Coach	Level	7A (LC)
Business Unit	Leisure and Cultural Services	Position Number	00988
Directorate	Corporate Services	Date Established	June 2009
Reporting to	Lifestyle Programs Supervisor	Date Updated	July 2025

2. KEY OBJECTIVES

Deliver leisure short courses that meets the needs of a diverse and growing community.

Promote a safe environment.

Provide a high level of customer service to both internal and external customers and stakeholders.

3. KEY ACCOUNTABILITIES

Ensure that all activities undertaken in the short course programs are in accordance with the City’s protocols and procedures.

Ensure opportunities are actively sought to increase patronage of Craigie Leisure Centre products and services.

Customer service is delivered in accordance with the City’s Customer Service Charter and relevant protocols and procedures.

Comply with Work, Health and Safety (WHS) legislation, City protocols, procedures and other WHS related requirements, and actively support the City safety systems.

4. KEY ACTIVITIES

ACTIVITIES
Outcome: Programs and Services Provide accurate and relevant instruction to participants attending leisure short courses such as school aged children's sports coaching. Assist customers in correct techniques and use of equipment. Participate in the set-up and the dismantling of equipment. Ensure that all equipment and facilities are clean and tidy. Report any maintenance requirements to the supervisor. Identify ways to improve programs and work practices. Maintain satisfactory level of skills and qualifications. Attend meetings and in-house training as required. Actively promote other products and services of the Craigie Leisure Centre. Perform other duties as requested within the scope of this level and in accordance with skills, knowledge and experience.
Outcome: Work Health and Safety Adhere to all City procedures to maintain a safe environment for both customers and employees. Be proactive in maintaining a safe and hygienic work environment through the effective supervision of customers. Report any incidents, unsafe practices, accidents and or injuries. Identify hazards, assess and control risks in accordance with established safety and health standards, policies and procedures. Report any maintenance or cleaning issues immediately.
Outcome: Customer Service Provide a high level of customer service to employees, members and patrons. Respond to customer enquiries, feedback and requests in an efficient and professional manner. Liaise with other team members as required ensuring a co-ordinated approach to operational activities. Maintain confidentiality and privacy of customer records.

5. WORK RELATED REQUIREMENTS

Essential Skills, Knowledge, Experience and Qualifications:

Skills:

Planning and organisational skills to co-ordinate the delivery of programs.
Interpersonal and communication skills, with the ability to communicate effectively with employees, members and the general public.
Ability to work as part of a team.

Knowledge:

In their field of instruction.
Work Health and Safety legislation relevant to the position.

Experience:

in a service environment dealing with customers, members and the general public.
Instructing a relevant class or skill.

Qualifications / Clearances:

Appropriate qualification relevant to the activity being instructed, or similar relevant experience.

Current Provide First Aid Certificate (HLTAID011).

If delivering a child-related short course(s), current satisfactory Working with Children Check (WWCC) or evidence of application or willingness to obtain within 3 months of appointment.

6. EXTENT OF AUTHORITY

Responsible for completion of regularly occurring tasks with general guidance on a daily basis.

Personal judgment is required to follow predetermined procedures where a choice between more than two options is present.

Work performed falls within general guidelines but with scope to exercise discretion in the application of established practices and procedures.

7. WORKING RELATIONSHIPS**Level of Supervision:**

Works under general supervision.

Internal:

Craigie Leisure Centre employees

External:

General public, members and clients

8. POSITION DIMENSIONS

NUMBER OF EMPLOYEES DIRECTLY REPORTING TO POSITION	0
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POSITION DESCRIPTION/SPECIFICATION

1. POSITION IDENTIFICATION

Title	Leisure Short Course Instructor -toddler classes, art classes (school Age & Adult)	Level	7B (LC)
Business Unit	Leisure and Cultural Services	Position Number	01145
Directorate	Corporate Services	Date Established	June 2009
Reporting to	Lifestyle Programs Supervisor	Date Updated	July 2025

2. KEY OBJECTIVES

Deliver leisure short courses that meets the needs of a diverse and growing community.

Promote a safe environment.

Provide a high level of customer service to both internal and external customers and stakeholders.

3. KEY ACCOUNTABILITIES

Ensure that all activities undertaken in the short course programs are in accordance with the City's protocols and procedures.

Ensure opportunities are actively sought to increase patronage of Craigie Leisure Centre products and services.

Customer service is delivered in accordance with the City's Customer Service Charter and relevant protocols and procedures.

Comply with Work, Health and Safety (WHS) legislation, City protocols, procedures and other WHS related requirements, and actively support the City safety systems.

4. KEY ACTIVITIES

ACTIVITIES
Outcome: Programs and Services Provide accurate and relevant instruction to participants attending leisure short courses, such as toddler dancing or music classes, adult arts/crafts classes and school aged children's arts/crafts classes. Assist customers in correct techniques and use of equipment. Participate in the set-up and the dismantling of equipment. Ensure that all equipment and facilities are clean and tidy. Report any maintenance requirements to the supervisor. Identify ways to improve programs and work practices. Maintain satisfactory level of skills and qualifications. Attend meetings and in-house training as required. Actively promote other products and services of the Craigie Leisure Centre. Perform other duties as requested within the scope of this level and in accordance with skills, knowledge and experience.
Outcome: Work Health and Safety Adhere to all City procedures to maintain a safe environment for both customers and employees. Be proactive in maintaining a safe and hygienic work environment through the effective supervision of customers. Report any incidents, unsafe practices, accidents and or injuries. Identify hazards, assess and control risks in accordance with established safety and health standards, policies and procedures. Report any maintenance or cleaning issues immediately.
Outcome: Customer Service Provide a high level of customer service to employees, members and patrons. Respond to customer enquiries, feedback and requests in an efficient and professional manner. Liaise with other team members as required ensuring a co-ordinated approach to operational activities. Maintain confidentiality and privacy of customer records.

5. WORK RELATED REQUIREMENTS

Essential Skills, Knowledge, Experience and Qualifications:

Skills:

- Planning and organisational skills to co-ordinate the delivery of programs.
- Interpersonal and communication skills, with the ability to communicate effectively with employees, members and the general public.
- Ability to create progressive lesson plans.
- Ability to work as part of a team.

Knowledge:

- Specialised knowledge in their field of instruction.
- Work Health and Safety legislation relevant to the position.

Experience:

In a service environment dealing with customers, members and the general public.
Instructing or coaching a specialist class or skill.

Qualifications / Clearances:

Appropriate qualification relevant to the activity being instructed, or similar relevant experience.

Current Provide First Aid Certificate (HLTAID011).

If delivering a child-related short course(s), current satisfactory Working with Children Check (WWCC) or evidence of application for WWCC or willingness to obtain within 3 months of appointment.

6. EXTENT OF AUTHORITY

Responsible for completion of regularly occurring tasks with general guidance on a daily basis.

Personal judgment is required to follow predetermined procedures where a choice between more than two options is present.

Work performed falls within general guidelines but with scope to exercise discretion in the application of established practices and procedures.

7. WORKING RELATIONSHIPS**Level of Supervision:**

Works under general supervision.

Internal:

Craigie Leisure Centre employees

External:

General public, members and clients

8. POSITION DIMENSIONS

NUMBER OF EMPLOYEES DIRECTLY REPORTING TO POSITION	0
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POSITION DESCRIPTION/SPECIFICATION

1. POSITION IDENTIFICATION

Title	Leisure Short Course Instructor – Adult health and wellbeing, adult specialised and kindy gym	Level	7C (LC)
Business Unit	Leisure and Cultural Services	Position Number	01146, 01147
Directorate	Corporate Services	Date Established	June 2009
Reporting to	Lifestyle Programs Supervisor	Date Updated	July 2025

2. KEY OBJECTIVES

Deliver leisure short courses that meet the needs of a diverse and growing community.

Promote a safe environment.

Provide a high level of customer service to both internal and external customers and stakeholders.

3. KEY ACCOUNTABILITIES

Ensure that all activities undertaken in the short courses programs are undertaken in a professional manner and in accordance with the City's protocols and procedures.

Ensure opportunities are actively sought to increase patronage of Craigie Leisure Centre products and services.

Customer service is delivered in accordance with the City's Customer Service Charter and relevant protocols and procedures.

Comply with Work, Health and Safety (WHS) legislation, City protocols, procedures and other WHS related requirements, and actively support the City safety systems.

4. KEY ACTIVITIES

ACTIVITIES
<p>Outcome: Programs and Services</p> <p>Provide accurate and relevant instruction to participants attending leisure short courses, such as adult health and wellness courses, kindy gym and adult specialised arts courses.</p> <p>Assist customers in correct techniques and use of equipment.</p> <p>Participate in the set-up and the dismantling of equipment.</p> <p>Ensure that all equipment and facilities are clean and tidy.</p> <p>Report any maintenance requirements to the supervisor.</p> <p>Identify ways to improve programs and work practices.</p> <p>Maintain satisfactory level of skills and qualifications.</p> <p>Attend meetings and in-house training as required.</p> <p>Actively promote other products and services of the Craigie Leisure Centre.</p> <p>Perform other duties as requested within the scope of this level and in accordance with skills, knowledge and experience.</p>
<p>Outcome: Work Health and Safety</p> <p>Adhere to all City procedures to maintain a safe environment for both customers and employees.</p> <p>Be proactive in maintaining a safe and hygienic work environment through the effective supervision of customers.</p> <p>Report any incidents, unsafe practices, accidents and or injuries.</p> <p>Identify hazards, assess and control risks in accordance with established safety and health standards, policies and procedures.</p> <p>Report any maintenance or cleaning issues immediately.</p>
<p>Outcome: Customer Service</p> <p>Provide a high level of customer service to employees, members and patrons.</p> <p>Respond to customer enquiries, feedback and requests in an efficient and professional manner.</p> <p>Liaise with other team members as required ensuring a coordinated approach to operational activities.</p> <p>Maintain confidentiality and privacy of customer records.</p>

5. WORK RELATED REQUIREMENTS

Essential Skills, Knowledge, Experience and Qualifications:

Skills:

- Planning and organisational skills to co-ordinate the delivery of programs.
- Interpersonal and communication skills, with the ability to communicate effectively with employees, members and the general public.
- Ability to supervise and direct a group of patrons for the duration of the session.
- Ability to create progressive lesson plans.
- Demonstrated ability to instruct/coach a specialist class or skill.
- Ability to work as part of a team.

Knowledge:

- Specialist knowledge in their field of instruction.
- Work Health and Safety legislation relevant to the position.

Experience:

In a service environment dealing with customers, members and the general public.

Instructing or coaching a specialist class or skill.

Creating progressive lesson plans for members.

Qualifications / Clearances:

Appropriate qualification relevant to the activity being instructed, or similar relevant experience.

Current Provide First Aid Certificate (HLTAID011).

If delivering a child-related short course(s), current satisfactory Working with Children Check (WWCC) or evidence of application for WWCC or willingness to obtain within 3 months of appointment.

6. EXTENT OF AUTHORITY

Responsible for completion of regularly occurring tasks with general guidance on a daily basis.

Personal judgment is required to follow predetermined procedures where a choice between more than two options is present.

Work performed falls within general guidelines but with scope to exercise discretion in the application of established practices and procedures.

7. WORKING RELATIONSHIPS**Level of Supervision:**

Works under general supervision.

Internal:

Craigie Leisure Centre employees

External:

General public, members and clients

8. POSITION DIMENSIONS

NUMBER OF EMPLOYEES DIRECTLY REPORTING TO POSITION	0
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