



POSITION DESCRIPTION/SPECIFICATION

1. POSITION IDENTIFICATION

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| Title | Sports Supervisor | Level | 6 |
| Business Unit | Leisure & Cultural Services | Position Number | 00621, 00622 |
| Directorate | Corporate Services | Date Established | July 2017 |
| Reporting to | Team Leader Leisure & Aquatic Programs | Date Updated | September 2024 |

2. KEY OBJECTIVES

- Supervision of Team Sports service responsible for developing, implementing and reviewing the sports programs effectively and within agreed timeframes to achieve, customer satisfaction, registration and financial targets.
- Responsible for leading and training the sports team in competition management, customer behaviour management and customer engagement.
- Responsible for accurately managing point of sale and sports specific software systems for sports team data, administration, competition management and financial reporting.
- Undertake people management responsibilities and effectively manage customer, staff and contractor behaviour within the sport service, to maintain and promote a safe work environment.
- Lead the sport team to consistently provide a high level of excellent customer service to both internal and external customers of Craigie Leisure Centre.

3. KEY ACCOUNTABILITIES

- Prepare training plans, identify training needs and deliver coaching and mentoring to the sports team regarding competition and player behaviour management, sports rules and customer experience.
- Plan and oversee the operation of the team sports competitions at Craigie Leisure Centre.
- Prepare registration and statistical reports to contribute to the preparation of the sports budget.
- People management activities are undertaken in accordance with relevant legislative requirements and the City's protocols and procedures.
- Comply with Work, Health and Safety (WHS) legislation, City protocols, procedures and other WHS related requirements, and actively support the City's safety systems.
- Ensure all financial activities are undertaken in accordance with the established budget and the City's purchasing protocols and practices.
- Ensure prompt and accurate capture of corporate information and documentation in accordance with the City's record keeping system and associated policies, protocols and practices.

4. **KEY ACTIVITIES**

ACTIVITIES

Outcome: Sports Program and Service Delivery

- Develop and implement sports programs working collaboratively with the Sports Supervisor to identify and implement new program strategies.
- Monitor industry trends and undertake competitor analysis to identify sports program strategy.
- Monitor consistency in the application of sports operational rules and regulations as governed by the sporting codes.
- Collate and analyse statistical, financial and other relevant data to evaluate and prepare written reports evaluating program performance, including recommendations, for approval by the Team Leader Leisure and Aquatic Programs.
- Proactively contribute to the identification, development and implementation of a range of sports programs and services.
- Monitor and oversee the day-to-day delivery of sporting activities and competitions including, but not limited to, fixtures, ladders, registration forms, umpire rosters and team payments.
- Effectively manage customer behaviour, including incident documentation and reporting within team sports warning and suspension guidelines and the Craigie Leisure Centre sports tribunal.
- Oversee the correct set up/down of equipment for timely, safe conduct of programs, services.
- Oversee the correct storage and maintenance of equipment for sports programs.
- Update and maintain processes in accordance with approved process mapping templates.
- Keep informed of short and long term industry trends in programs and services to develop and drive creative and innovative improvements to improve market position.
- Perform other duties as requested within the scope of this level and in accordance with skills, knowledge and experience.

Outcome: Sports Software and Administration

- Manage point of sale software set up and administration for team sports.
- Manage sports specific software for competition management, including player registration, score management, fixturing and grading.
- Manage confidentiality and privacy of customer records.
- Resolve member queries to reach satisfactory outcomes for customers.
- Set Program Supervisor competition management and administration priorities and monitor workflow.
- Collate and analyse sports data to prepare registration and retention reports to guide the overall business strategy for sports.
- Monitor customer accounts, follow up on outstanding accounts, recovering debt and resolving financial payments for the sports program.
- Manage the administration of financial requirements for forfeit fees and other sport related tasks, including transfers and withdrawals.
- Undertake procurement activities including raising purchase requisitions and processing invoices.

Outcome: Sports Promotion

- Collaborate with the Marketing Officer to develop and implement creative and effective sports season campaigns, within timeframes, as per the annual marketing calendar.
- Monitor and evaluate the effectiveness of campaigns against sports industry trends.
- In conjunction with the Marketing Officer, contribute to the planning and execution of the Craigie Leisure Centre general awareness campaigns to effectively showcase customer experiences.
- Monitor and maintain Craigie Leisure Centre website information with a high degree of accuracy and currency to ensure the online experience contributes to sales targets.

Outcome: Work Health and Safety

- Lead the sports team to be proactive in maintaining and safe work environment through the effective supervision of customers.
- Effectively manage contractors in the sports area, to ensure compliance with contractor management processes.
- Report any incidents, unsafe practices, accidents and or injuries.
- Contribute to the resolution of occupational safety and health issues in consultation with the relevant Work, Health and Safety (WHS) Representatives and the City's HR Advisor Safety & Risk Management.
- Identify hazards, assess and control risks in accordance with established safety and health standards, policies and procedures.
- Maintain compliance with the City of Joondalup's risk management policy and procedures.
- In conjunction with the Chief Warden, coordinate emergency response and provide first aid/emergency care in accordance with established emergency procedures and rescue techniques.

Outcome: People Management

- Monitor, and maintain staffing resources according to operational requirements, including the development of roster arrangements to ensure optimum resourcing levels.
- Undertake recruitment and selection process.
- Monitor and manage performance of employees by providing appropriate feedback in accordance with the City's Performance Appraisal System.
- Provide leadership, coaching and on-the-job training for employees.
- Develop and implement an annual staff training calendar, identify training opportunities and communication strategies related to improvement of customer experience, management of customer behaviour and sports competition rules.
- Facilitate the completion of payroll documentation in accordance with payroll timeframes.

Outcome: Customer Service

- In collaboration with Customer Experience Supervisor ensure customer satisfaction levels are monitored by reviewing customer feedback and researching participation trends.
- Identify and deliver staff training opportunities to enhance quality customer service.
- Develop and maintain positive relationships with internal and external stakeholders.
- Deliver quality customer service by proactively identifying and resolving specific customer needs and exceeding their expectations.

5. WORK RELATED REQUIREMENTS**Essential Skills, Knowledge, Experience and Qualifications:****Skills:**

- Organisational and time management skills.
- Proven ability to identify, implement and deliver programs to meet customer expectations.
- Proven ability to develop relationships with internal and external stakeholders.
- Ability to work effectively as part of a team.
- Interpersonal, verbal and written communication skills.
- Leadership, coaching, feedback and people management skills.
- Computer literacy including Microsoft Office programs point of sale and systems software.
- Proven ability to identify and respond to emergency situations using appropriately.

Sound Knowledge:

- Activities involved in the delivery of sport programs.

- Rules, regulations and guidelines advocated by national governing and key industry bodies governing conduct of sport programs.
- Work health and safety legislation.
- Administration systems, processes and procedures.
- Records management systems principles and practices.

Demonstrated Experience:

- Developing, implementing and evaluating sports programs, events and competitions.
- Promotion, supervision and delivery of sports programs.
- Working in a service environment dealing with customers, members and the public.
- Supervising teams and working within groups to achieve desired outcomes in a customer/member service environment.
- Delivering high quality customer service.

Qualifications/Clearances:

- Relevant tertiary qualification in leisure science, sport administration or equivalent experience.
- WA 'C' Class Driver's Licence.
- First Aid Certificate (HLTAID011).
- Cardiopulmonary Resuscitation (HLTAID009) (renewed annually).
- Current Working with Children Check (WWCC) or proof of application on appointment.
- Current National Police Certificate no older than 3 months old.

6. EXTENT OF AUTHORITY

- Required to set outcomes within defined constraints.
- Freedom to act governed by clear objectives and/or budget constraints.
- Solutions to problems generally found in precedents, guidelines or instructions. Assistance usually available.
- Exercises judgment and initiative in decision making where procedures are not clearly defined.

7. WORKING RELATIONSHIPS

Level of supervision:

- Works under general direction.

Internal:

- All other business units.

External:

- Members of the Leisure Centres.
- Casual users of the facilities and the public.
- Key corporate stakeholders.
- Community and corporate groups.
- Other local governments.

8. POSITION DIMENSIONS

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| NUMBER OF EMPLOYEES DIRECTLY REPORTING TO POSITION | Casuals |
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