



POSITION DESCRIPTION/SPECIFICATION

1. POSITION IDENTIFICATION

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 <ul style="list-style-type: none">• 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 <ul style="list-style-type: none">• 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 <ul style="list-style-type: none">• 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 a 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

NUMBER OF EMPLOYEES DIRECTLY REPORTING TO POSITION	Casuals
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