



## POSITION DESCRIPTION/SPECIFICATION

### 1. POSITION IDENTIFICATION

<b>Title</b>	Program Supervisor Sports	<b>Level</b>	3 (LC)
<b>Business Unit</b>	Leisure and Cultural Services	<b>Position Number</b>	01005, 01008, 01009
<b>Directorate</b>	Corporate Services	<b>Date Established</b>	November 2023
<b>Reporting to</b>	Sports Supervisor	<b>Date Updated</b>	December 2024

### 2. KEY OBJECTIVES

- Oversee the daily operations of the Craigie Leisure Centre team sports program to provide patrons with well-maintained, safe, and welcoming facilities and services.
- Coordinate, implement and deliver programs that meet the needs of a diverse and growing community.
- Provide support to the sports supervisor in the day-to-day administration and operation of all team sports services.
- Provide a high level of customer service to both internal and external team sports customers and Craigie Leisure Centre patrons.
- Promote a safe working environment.

### 3. KEY ACCOUNTABILITIES

- Ensure all activities undertaken in the team sports program and administrative records are in accordance with relevant legislation, the City's protocols, procedures and guidelines.
- Ensure delivery of prompt, courteous, efficient, and effective customer service in accordance with the City's Customer Service Charter and relevant protocols and procedures.
- Ensure information is handled in a professional, discreet, and confidential manner.
- 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.
- Comply with Work, Health and Safety (WHS) legislation, city protocols, procedures and other WHS related requirements, and actively support the city safety systems.
- Perform Chief and Area Warden duties as per the Craigie Leisure Centre Emergency Management Plan.

#### 4. KEY ACTIVITIES

##### ACTIVITIES

###### **Outcome: Program Delivery and Services**

- Oversee and provide guidance to umpires to deliver the team sports program to customers.
- Undertake administrative duties associated with the team sports program.
- Provide assistance to the sports supervisors in the management of fixtures, grading, payments, and other team sports requirements.
- Respond to emergencies and provide first aid/emergency care in accordance with established procedures.
- Provide the sports supervisors with input and assistance in the planning and delivery sports activities and programs.
- Provide the sports supervisors with input on matters relating to equipment requirements, documentation, or other sports matters to be addressed.
- Provide assistance to the sports supervisors in managing shift covers and communication with umpires to ensure correct staff ratios are met.
- Guide and ensure the correct set up/down of equipment for timely and safe conduct of team sports programs and services.
- Identify improvements to programs and work practices.
- Attend meetings and in-house training as required.
- Actively promote the other products and services of the Craigie Leisure Centre.
- Participate in the set-up and dismantling of equipment.
- Perform other duties as requested within the scope of this level and in accordance with skills, knowledge, and experience.
- Maintain satisfactory level of skills and qualifications.

###### **Outcome: Customer Service**

- Respond to customer enquiries, feedback, and requests in a timely manner.
- Provide a high level of customer service to members, patrons, and employees.
- Maintain confidentiality and privacy of customer records.
- Deliver quality customer service by proactively identifying specific customer needs or issues and resolving matters by exceeding expectations or with a positive outcome.

###### **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.

## **5. WORK RELATED REQUIREMENTS**

### **Essential Skills, Knowledge, Experience and Qualifications:**

#### **Skills:**

- Interpersonal and verbal communication skills, with the ability to liaise and communicate effectively with employees, members, and the general public.
- Demonstrated planning and organisational skills to supervise and deliver team sports programs.
- Ability to deal with customer issues, enquiries, and requests for information in a timely and courteous manner.
- Ability to provide on-the-job training and guidance to employees in a team sports setting.
- Well-developed written communication skills.
- Competent computer skills including Microsoft Office programs.

#### **Knowledge:**

- Knowledge of rules, regulations and guidelines advocated by key industry bodies governing sporting programs.
- Knowledge of activities involved in the delivery of team sports programs.
- Knowledge of processes and procedures in a leisure centre environment, including administrative procedures.
- Knowledge of Work, Health and Safety principles.

#### **Experience:**

- Experience in the supervision and delivery of team sports programs.
- Experience in contributing to the development, modification, and evaluation of team sports programs.
- Experience working in a service environment dealing with customers and the public.

#### **Qualifications / Clearances:**

- Umpiring Accreditation or relevant experience in a team sports program environment.
- Current satisfactory Working with Children Check (WWCC) or willingness to obtain, either prior to or on commencement.
- Current Provide First Aid Certificate (HLTAID011) or willingness to obtain within the first 3 months of appointment.
- Current Provide Cardiopulmonary Resuscitation (HLTAID009) (renewed annually) or willingness to obtain within the first 3 months of appointment.

## **6. EXTENT OF AUTHORITY**

- Freedom to act is within established guidelines; follows standards and procedures.
- Responsible for planning and organising own work and overseeing the work of others. Positions may provide local decisions, directions, and leadership.
- Works under general direction.
- Solutions to problems and decisions may require the exercise of limited initiative and/or judgment with guidance found in precedents, guidelines, or instructions. Assistance is available when problems occur.

7. **WORKING RELATIONSHIPS**

**Level of Supervision:**

- Works under general supervision.

**Internal:**

- Craigie Leisure Centre employees.

**External:**

- Craigie Leisure Centre patrons.
- Commercial agencies (contractors and suppliers).

8. **POSITION DIMENSIONS**

NUMBER OF EMPLOYEES DIRECTLY REPORTING TO THE POSITION	0
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