

Position Description

Position Title:	Centre Supervisor
Classification:	Senior Staff Grade 4
Business Unit:	Glen Eira Leisure (GEL)
Reports to:	Centre Supervisor Team Leader
Approved by:	Director Sustainability, Assets and Leisure
Reviewed:	May 2024

1. About the City of Glen Eira

The City of Glen Eira is located in Melbourne's south-east suburbs, approximately 10 kilometres from Melbourne's central business district. The City includes the suburbs of Bentleigh, Bentleigh East, Carnegie, Caulfield, Caulfield East, Caulfield North, Caulfield South, Elsternwick, Gardenvale, Glen Huntly, McKinnon, Murrumbeena, Ormond and part of the suburbs of Brighton East and St Kilda East.

Glen Eira has a vibrant and diverse community which is proud of its cultural heritage. It has 68 beautiful parks, 45 sporting ovals, 40 educational institutions, 35 strip shopping centres and almost 6000 businesses. It is home to more than 141,000 people and significant Melbourne icons such as Ripponlea, the Caulfield Cup, Yarra Yarra Golf Club, the Jewish Holocaust museum and much more.

2. About our Organisation

Glen Eira City Council aims to be an organisation that is high performing, values based and one that strives for innovation. We are proud of our achievements and have been recognised as an employer of choice over recent years. We endeavor to recruit people who share our values, are proud of the work they do and have a desire to make a difference to our community.

Glen Eira City Council is committed to reconciliation and supports Aboriginal and Torres Strait Islander aspirations. We encourage applications from Aboriginal and Torres Strait Islander people and value the knowledge, skills and talents they could share with our workforce and community.

Glen Eira City Council plays a leading role in taking strong action on the climate emergency and raising awareness to ensure a sustainable, safe and healthy future for us all. To help us achieve these outcomes, we all have the responsibility to embed climate change action in everything we do. As well as reducing emissions, we are working together to avoid waste and support Glen Eira's transition to a circular economy. This includes reviewing individual work to identify how we can make a difference in Council and the community to reduce environmental impacts and raise awareness.

Values

We are committed to the values which underpin our organisational culture, and how we work. Our five values are:

- Service Excellence – *Delivering for our community*
- Collaboration – *Working better together*
- Innovation – *Expressing ideas and adding value*
- Respect – *Being understanding and considerate*
- Integrity – *Being open and honest*

2.1 Organisational Structure

Glen Eira City Council's structure comprises four Directorates and two executive management portfolios (People and Culture and Finance) all reporting to the Chief Executive Officer. The four Directorates are:

- Sustainability, Assets and Leisure;

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- Customer and Corporate Affairs;
- Planning and Place;
- Community Wellbeing

These Directorates and the departments within them are responsible for ensuring the delivery of high quality and cost-effective services that make a difference to our community. In conducting their business, they aim to be client focused and open to innovation and continuous improvement.

3. Position Purpose and Background

- The Centre Supervisor role is responsible for ensuring that all areas within Glen Eira Sports and Aquatic Centre (GESAC) and/or Carnegie Memorial Swimming Pool (CMSP) are operating efficiently and effectively and ensuring the safety and orderly behaviour of patrons and the clean, hygienic and safe condition of all facilities.
- To actively monitor all staff and patrons on their shift in conjunction with Glen Eira Leisure (GEL) management team to ensure safe running of the facility.
- To perform the Lifeguarding role including actively supervising pools, patrons and programs for the purpose of relieving on duty lifeguards for breaks and key tasks.
- To support all frontline teams in their delivery of services, covering busy times, breaks, and ensuring staffing levels are efficient.
- In the event of an emergency act as the Chief Warden and help coordinate the facilities emergency management plan to facilitate a safe exit of patrons, staff and contractors.
- To be a key contact for resolving customer disputes on shift.

4. Working Relationships

Reports to: Centre Supervisor Team Leader

Shift supervision of: GELSwim Shift Supervisor, Aquatic Programs Shift Supervisor, Sports Programs Supervisor, Everybody Active Officers, Customer Experience Shift Supervisor, Lifeguard Shift Supervisor, Member Experience Consultants, Group Fitness Instructors, Wellness Instructors and Functional Training Instructors.

Position deals with: General Manager GEL, Business Services Manager, Business Operations Manager, All GEL Coordinators and Team Leaders, other GEL staff and Council officers, members and the general community.

5. Key Responsibilities

- To provide leadership, supervision, advice and guidance to all staff on shift.
- Responsible for ensuring Service Improvement Program standards are maintained on shift across the facility.
- In the event of an emergency act as the Chief Warden and coordinate facilities emergency management plan to facilitate a safe exit of patrons, staff and contractors.
- To provide performance feedback to staff on shift.
- Monitor on shift staffing levels across the facility and adjust, in conjunction with the relevant shift supervisor, according to facility demand and regulatory requirements.
- Provide support all frontline teams on shift assisting directly as required during busy times.
- Ensure the facility is fully operational as much as safely possible.

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- Provide excellent customer service to all patrons and proactively resolve customer service issues.
- Provide shift reports and complete checklists for a range of duties.
- Give breaks to rostered staff as required.
- Provide shift supervision of all Shift Supervisors at the facility and ensure their relevant reports and checklists are completed.
- Ensure staffing levels across the facilities are efficient and effective to achieve service standards.
- Supervise and oversee contractors when required.
- Support Management with any designated tasks and duties.
- Conduct plant management tasks including water testing and dosing as required.
- Be responsible for the management for cash and reconciliation duties.
- Perform a range of duties associated with usage and maintenance of aquatic facilities efficiently and effectively, so as to ensure the safety and orderly behaviour of patrons and the clean, hygienic and safe condition of all facilities.

5.1 OHS, Risk Management, Equal Opportunity, Charter of Human Rights & Child Safe Standards

- Adhere to policies and procedures to minimise injury and damage to assets and property.
- Adhere to Council's Health and Safety, equal opportunity and risk management policies, plans and procedures and relevant legislation as well as act in accordance with the Charter of Human Rights.
- Actively participate in reporting matters of health, safety and Council asset damage.
- Demonstrate and promote workplace behaviour that does not discriminate, bully or harass.
- Take reasonable care for your safety and the safety of others who may be affected by your actions or omissions;
- Contribute to the effective protection of Council in accordance with the Council's risk management policy and procedures;
- Act compatibly with human rights and consider human rights when making decisions; and
- Cooperate with any reasonable, lawful instruction to comply with relevant legal requirements
- Commit and adhere to Council's zero tolerance of child abuse, its principles of being a child safe organisation and its reporting requirements for child safety.
- Adhere to the Victorian Child Safe Standards and related legislation, including Failure to Disclose, Failure to Protect and Grooming offences.

5.2 Accountability and Extent of Authority

The following outlines the Accountability and Extent of Authority required by the Centre Supervisor:

- Incumbent is required to provide on shift Supervision to the GELSwim Shift Supervisor, Aquatic Programs Shift Supervisor, Sports Programs Supervisor, Everybody Active Officers, Customer Experience Shift Supervisor, Lifeguard Shift Supervisor, Member Experience Consultants, Group Fitness Instructors, Wellness Instructors and functional Training Instructors.
- The incumbent is directly accountable to the Centre Supervisor Team Leader for ensuring the safety and orderly behaviour of patrons using GEL leisure facilities, for ensuring all facilities are maintained in a hygienic, safe and presentable condition.
- Work is performed within specific guidelines and under general supervision.
- The Centre Supervisor has the authority to enforce the facility's conditions of use regarding the safety and orderly behaviour of patrons and will be the first responders in managing incidents and emergency response.

5.3 Judgement and Decision Making Skills

The following outlines the extent of judgement and decision making required by the Centre Supervisor:

- The objectives of the work performed are clearly defined with established procedures well understood and clearly documented.
- Guidance and advice will generally be available, however in the event of a safety crisis occasions will require the incumbent to have ability to take control and handle such situations.
- The Centre Supervisor is expected to draw upon training and experience in leisure facilities management. Exercising judgement in establishing and applying procedures and practices to the day-to-day supervision and implementation of facilities activities and programs.

5.4 Management Skills

The following describes the management skills required by the Centre Supervisor:

- Ability to manage time, plan and organise own work to achieve specific and set objectives efficiently and effectively.
- The ability to assist other employees by providing guidance, advice and training in routine procedural matters.
- Ability to immediately and effectively manage operational crises situations.
- Ability to handle difficult people/situations using comprehensive dispute resolution practices.

5.5 Interpersonal Skills

The following describes the interpersonal skills required by the Centre Supervisor:

- Good oral and written communication skills and an ability to convey information to different audiences
- Ability to gain co-operation and assistance from staff and members of the public.
- Good interpersonal skills and an ability to lead motivate and develop other employees to achieve a high level of performance.
- Sound negotiation skills and problem resolution skills to apply to day to day management of staff and customers.
- Very high standards of honesty and integrity and a willingness to take personal responsibility for performance.
- Highly developed team capabilities with a commitment to working collaboratively and in cooperation with others to achieve shared goals.
- A strong customer focus.
- Excellent conflict resolution skills

5.6 Specialist Skills and Knowledge

The following describes the specialist knowledge and skills required by the Centre Supervisor:

- Knowledge and skill of the principles and practices of the supervision and operation of a swimming pool, stadium and/or leisure facilities.
- Knowledge of relevant parts of various acts and regulations including Royal Life Saving Society Australia (RLSSA).
- Knowledge of and ability to apply emergency first aid techniques, including CPR resuscitation, evacuation and critical incidents.
- Knowledge of in house software systems.

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- Knowledge of cash management procedures.
- An understanding of the function of the position within its organisational context, including relevant policies, regulations and precedents and an understanding of the goals of the unit in which they work and where appropriate, an appreciation of the goals of the wider organisation.
- Excellent dispute resolution skills.
- Manual handling skills for the purpose of carrying out a range of activities.

5.7 Qualifications and Experience:

- Pool Lifeguard Qualification
- Demonstrated experience in a customer service and leadership focussed role
- Excellent organisational and communication skills
- Comprehensive dispute resolution skills
- Familiar with the recreation industry programs and services
- Provide First Aid and CPR certificate
- First Aid Management of Anaphylaxis and Management of Asthma Risks and Emergencies in the workplace qualifications
- Chief Warden training (on the job training)
- Cash handling and reconciliation (on the job training)
- Pool Operators Certificate (willing to obtain)
- Employee Working with children check
- Must maintain a satisfactory Police Check

6. Performance Review

The Centre Supervisor will be required participate in the Council's Performance Development and Review process. This involves planning and agreeing work and skill development objectives, and reviewing and assessing achievements on a regular basis.

The Centre Supervisor may also be required to carry out other such duties as are within the limits of the employee's skills, competence and training. These will be discussed as part of the Performance Review process.

7. Selection Criteria

- Demonstrated commitment and adherence to organisational values and behaviours.
- Relevant certifications
- Demonstrated ability to provide quality customer service.
- Previous staff supervision experience with the ability to lead, train and motivate staff.
- Demonstrated experience and level of competence in coordinating staff members within a variety of service environments.

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- Ability to demonstrate excellent communication skills including conflict resolution skills and good oral and negotiating skills.
- Ability to work flexible hours including weekends, mornings and evenings.

PHYSICAL REQUIREMENTS AND RESPONSIBILITIES

- Lifeguards rely greatly on vision when supervising the pools; as a result, it is vital that they have normal 20/20 vision. If a lifeguard has or becomes aware that they don't have 20/20 vision; they must take measures to facilitate their vision, such as the wearing of appropriate corrective lenses as per Guidelines for Safe Pool Operations (GSPO SU6.5).
- Hearing plays a vital role in lifeguarding, particularly in communication. Lifeguards who have impaired hearing should take measures to facilitate their hearing such as the appropriate hearing aids (GSPO SU6.6).
- It is important that lifeguard keep up to date with industry standards, staff meeting and training will be compulsory to attend (GSPO SU7).
- Lifeguards must be drug and alcohol free with Blood Alcohol reading (BAC) of 0.00 at all times whilst at the centre (GSPO SU26.4.2).
- For individual health and safety, lifeguards must wear personal protective equipment (PPE) that is provided to them (GSPO SU9).
- Lifeguards may come into contact with blood and other bodily fluids during the course of their duties. It is responsibility of the individual to be aware of and comply with the Workplace Immunisation policy 4.17 (GSPO SU6.11).

8. Other Information

- Position is subject to the satisfactory completion of Police Records Check, Employee Working with Children Check and Pre-employment medical.
- Victorian Drivers Licence is desired.
- The position is primarily located at Carnegie Memorial Swimming Pool and Glen Eira Sports and Aquatic Centre, however the incumbent may be required to travel to other Council facilities or offices from time to time.