Centre Supervisor Assistant Team Leader

Classification	Senior Staff Grade 7	**Position Code**	EIGLGESOCSAT
Department	Glen Eira Leisure (GEL)	**Directorate**	Sustainability, Assets and Leisure
Approved FTE	0.6	**Date Reviewed**	September 2026
Location	Glen Eira Sports and Aquatic Centre (GESAC) and Carnegie Memorial Swimming Pool (CMSP). The role may also be required to work from other Council facilities or offices from time to time.		
Reports to	Centre Supervisor Team Leader		
Direct Reports	Centre Supervisors (on shift)		

About the Role

The Centre Supervisor Assistant Team Leader assists the Centre Supervisor Team Leader in the day-to-day running of the Centre Supervisor Team at Glen Eira Sports and Aquatic Centre (GESAC) and Carnegie Memorial Swimming Pool (CMSP). The role provides leadership, support and supervision to Centre Supervisors while ensuring the delivery of safe, compliant and customer-focused leisure services.

Key Responsibilities

- In collaboration with the Team Leader, provide leadership to the Centre Supervisors, fostering a safe and positive workplace culture.
- Provide regular feedback, coaching and support to Centre Supervisors to strengthen their skills, capabilities and professional development.
- Assist the Team Leader in ensuring the team's Service Improvement Plan (SIP) scores consistently meet or exceed minimum service standards.
- Ensure Centre Supervisors are adhering to all role requirements and are well supported to meet service, regulatory, policy and procedural obligations.
- Undertake direct service Centre Supervisor shifts.
- Assist in developing and managing the Centre Supervisor roster.
- Assist with shift change authorisations and timesheet approvals.
- Maintain the professional image of Glen Eira Leisure and its programs, creating a safe, informative, friendly and customer-focused environment.
- Assist with developing and delivering staff training.
- Respond to customer feedback in a timely manner.
- Collaborate regularly with GEL Coordinators and Team Leaders to coordinate facility operations, program delivery, contractor activities and ensure compliance with health and safety standards.
- Assist in monitoring the completion and maintenance of accurate, up-to-date records and checklists relating to facility operations and follow up with staff where required.
- Provide data and information to the Team Leader and Safety and Supervision Coordinator to assist with ongoing budget monitoring for the Centre Supervisor Team.

Other Duties

- Participate in Council's Performance Development and Review process.
- Carry out other duties within the limits of the employee's skills, competence and training.
- Perform other duties as directed to support the objectives of the department and Council.

Key Selection Criteria

Essential

- Demonstrated commitment and adherence to organisational values and behaviours.
- Experience supervising staff with the ability to lead, train and motivate employees.
- Comprehensive customer service experience.
- General knowledge of OH&S, manual handling, hazardous substances and dangerous goods, RLSSA operational guidelines and relevant health legislation.
- Excellent written and verbal communication skills, including dispute resolution skills.
- Proven leadership capabilities.
- Ability to work flexible hours including weekends, mornings and evenings.

Skills, Knowledge and Experience

- Demonstrated knowledge and skills in the management and operation of a leisure centre.
- Understanding of organisational objectives and the contribution of the role to achieving those objectives.
- Understanding of facility operational systems including IT, communications and audio-visual systems.
- Knowledge of emergency first aid techniques, CPR, evacuations and critical incidents.
- Knowledge of cash management procedures.
- Excellent customer service focus and commitment to service excellence.
- Strong problem-solving, decision-making and conflict-resolution skills.
- Ability to manage competing priorities and meet deadlines.
- Ability to identify staff training needs and provide day-to-day leadership and guidance.

Qualifications

- Current Provide First Aid and CPR Certificate.
- Pool Lifeguard Qualification.
- First Aid Management of Anaphylaxis qualification.
- Management of Asthma Risks and Emergencies in the Workplace qualification.
- Aquatic Technical Operators (ATO) Certification (or willingness to obtain during employment).

Who you will be working with

Internal relationships	• General Manager GEL • Business Operations Manager • Business Services Manager • All GEL Coordinators and Team Leaders • Other GEL and Council staff

External relationships	• GEL members, suppliers, contractors and the broader community.

What we are all responsible for

Code of Conduct: work in line with Councils Code of Conduct, values and follow reasonable management directions.

Health, Safety and Wellbeing: We all have a role to play to ensure we have safe workplace for yourself and your colleagues. This includes following the policies and procedures relating Councils Health and Safety, risk management and the legislation this links to.

Diversity, Equity and Inclusion: Council is committed to fostering a workplace that is inclusive, respectful, and welcoming for all. We believe every individual has the right to feel safe, valued, and supported. Equity, diversity, and inclusion are at the heart of our culture and guide how we work together. We celebrate differences and ensure that everyone has equal opportunities to succeed.

Child Safety: Council is committed to fostering a strong child safeguarding culture through the consistent application of our policies and procedures. All employees, volunteers and contractors are required to actively uphold these policies, including our Child Safeguarding Policy and Child Safeguarding Code of Conduct, to prevent, report and respond to child abuse and harm.

Sustainability: Council plays a leading role in acting on the climate emergency and raising awareness to ensure a sustainable, safe and health future for us all. We embed climate change action in everything we do.

Fraud and Corruption: Contribute to the effective protection of Council in accordance with the Council's Risk Management Framework and Policy, the Fraud and Corruption Policy and Fraud and Corruption Control System.

Local Government requirements

Accountability and Extent of Authority

- Directly accountable to the Centre Supervisor Team Leader.
- Provide supervision and feedback to Centre Supervisors.
- Maintain knowledge of and compliance with Council procedures relating to safety, training, purchasing, document control, internal quality audits, corrective and preventative actions, customer complaints and service delivery.

Judgement and Decision Making

- Exercise sound judgement and high-level decision-making skills independently.
- Apply problem-solving skills and adapt knowledge and experience to new situations.
- Ensure decisions are fair, reasonable and aligned with Council policies, procedures and Glen Eira Leisure requirements.
- Operate within established standards and procedures while exercising discretion where appropriate.
- Initiate emergency and security procedures in accordance with GEL policies and procedures when required.
- Seek guidance and advice where necessary, noting that support is typically available within the

timeframe required to make decisions.

Compliance and Conditions of Employment

Conditions of employment are in accordance with Councils policies, procedures and Code of Conduct.

What applies to this role	• Reference checks • National Police Check • Valid working rights within Australia • Pre-employment Health Declaration • Employee Working with Children Check (WWCC) • Qualification check
Additional requirements	As this role is responsible for the supervision of the aquatic facility as part of its operational responsibilities, the incumbent must: • Be at least 18 years of age in accordance with the Guidelines for Safe Pool Operations (GSPO SV2.3.2). As this role undertakes Lifeguard duties: • Lifeguards rely heavily on vision when supervising aquatic environments. The incumbent must be able to meet the visual requirements necessary to effectively monitor patrons and respond to incidents. Where required, corrective lenses or other approved vision aids must be used in accordance with the Guidelines for Safe Pool Operations (GSPO SU6.5). • Hearing plays a critical role in lifeguarding, particularly for patron supervision, communication and emergency response. The incumbent must be able to meet the hearing requirements of the role and utilise appropriate hearing aids where necessary (GSPO SU6.6). • It is important that lifeguards maintain current industry knowledge and operational competency. Attendance at required training sessions, meetings, qualifications renewals and industry updates is mandatory (GSPO SU7). • Lifeguards must be free from the effects of drugs and alcohol while on duty and maintain a Blood Alcohol Concentration (BAC) reading of 0.00 at all times whilst undertaking lifeguard duties (GSPO SU26.4.2). • For individual health and safety, lifeguards must wear all personal protective equipment (PPE) provided and required for the performance of their duties (GSPO SU9). • Lifeguards may come into contact with blood and other bodily fluids during the course of their duties. The incumbent is responsible for complying with workplace immunisation, infection control and hygiene requirements (GSPO SU6.11). • The incumbent must be capable of undertaking the physical demands associated with lifeguarding, aquatic supervision and emergency response activities, including prolonged periods of observation, rescue response and emergency management duties. (GSPO SU6).