Position Description

Access and Inclusion Assistant Team Leader

Classification	Senior Staff Grade 7	**Position Code**	EIGLGEHWEBAS
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), Carnegie Memorial Swimming Pool (CMSP) and Caulfield Recreation Centre (CRC). The role may also be required to work from other Council facilities or offices from time to time.		
Reports to	Access and Inclusion Team Leader		
Direct Reports	N/A		

About the Role

The Access and Inclusion Team Leader supports the Access and Inclusion Team Leader in the delivery, coordination and continuous improvement of programs and services that support Glen Eira Leisure's benevolent and community participation objectives.
The role provides day-to-day leadership to staff and volunteers, supports program administration and stakeholder engagement, and contributes to ensuring inclusive, high-quality and customer-focused services for participants and the broader community.

Key Responsibilities

- With the guidance of the Access and Inclusion Team Leader, provide day-to-day leadership and support to Every Body Active staff and volunteers.
- Assist in the delivery, coordination and evaluation of Every Body Active programs and services.
- Support the development and implementation of initiatives that align with Council and Glen Eira Leisure objectives.
- Assist with staff and volunteer recruitment, onboarding, training and development.
- In collaboration with the Team Leader, provide leadership to the Centre Supervisors, fostering a safe and positive workplace culture.
- Prepare and maintain staff rosters to support effective program delivery.
- Monitor program quality, participation outcomes and customer satisfaction.
- Ensure the Centre Supervisors are adhering to all their role requirements and are well supported to meet all service, regulatory, policy and procedural obligations.
- Assist in developing and managing the Every Body Active Support Officer roster.
- Provide regular feedback, coaching, and support to Every Body Active Support Officers to strengthen their skills, capabilities, and professional development.
- Contribute to the review and continuous improvement of Every Body Active department policies, procedures, training materials and development practices.
- With the Team Leader, 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 when not completed to a satisfactory standard.
- Build and maintain positive relationships with community organisations, education providers and key stakeholders.
- Respond to customer enquiries, feedback and complaints in a professional and timely manner.
- Ensure policies, procedures and compliance requirements are adhered to at all times.
- Contribute to service improvement initiatives and the development of new programs and opportunities.
- Promote a safe, inclusive and welcoming environment for participants, volunteers and staff.

Other Duties

- Perform other duties as directed to support the objectives of the department and Council.

Key Selection Criteria

Skills, Knowledge and Experience

- Demonstrated experience delivering programs within a leisure, recreation, community or health-related environment.
- Skills in managing time, setting priorities, planning, and organising one's own work to meet objectives within prescribed time frames; and organising other employees so as to achieve specific objectives in the most efficient way.
- Effective conflict resolution skills with the ability to manage challenging customer interactions
- Staff supervision experience with the ability to lead, train and motivate staff.
- Proven leadership capabilities
- Experience supervising, supporting and developing staff and/or volunteers.
- Demonstrated commitment to community participation, inclusion and benevolent program outcomes.
- Strong customer service, stakeholder engagement and relationship-building skills.
- Well-developed communication, interpersonal and complaint resolution skills.
- Proven ability to coordinate competing priorities and manage day-to-day operations.
- Strong organisational, administration and record-keeping skills.
- Demonstrated ability to solve problems, exercise sound judgement and implement practical solutions.
- Ability to work collaboratively and contribute to a positive team culture.
- Proficiency in Microsoft Office and relevant business systems.
- Commitment to organisational values, continuous improvement and service excellence.

Qualifications

- Current Provide First Aid and CPR Certificate (or willingness to obtain).

Who you will be working with

Internal relationships	• General Manager GEL • Business Development Manager • Every Body Active staff and volunteers • Other GEL and Council staff
External relationships	• Participants and program members • Community organisations • Education and tertiary providers • Suppliers and service providers • Government and partner agencies • Members of the 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

- Provide operational support and guidance to Every Body Active staff and volunteers.
- Monitor program delivery and service standards, escalating issues where required.
- Provide recommendations and feedback to support program development and performance.
- Ensure compliance with approved policies, procedures and delegated responsibilities.
- Support accurate reporting of program participation and outcomes.
- Respond appropriately to emergency, safety and security incidents and report them through appropriate channels.

- Knowledge and compliance with Glen Eira City Council's procedures for safety, training, purchasing, document control, internal quality audits, corrective and preventative action, customer complaints and control of non-conforming products and services.
- Report matters involving disciplinary action, industrial relations issues, serious misconduct or significant organisational risk to the Swim School Coordinator or relevant senior leader. Report and take action in the event of an emergency, safety or security problem, ensuring that the Swim School Coordinator or Centre Supervisor is briefed appropriately.

Judgement and Decision Making

- Assessment and evaluation of programs for quality and effectiveness and seek to modify as necessary in consultation with the Everybody Active Team Leader.
- Determine appropriate development interventions, coaching approaches and learning pathways within agreed frameworks and delegations.
- This position requires the incumbent to have high level decision making skills and display sound judgement independently. The nature of the work will require the use of problem solving skills and the ability to adapt knowledge and experience to new situations.
- Exercise sound judgement when managing participant, staff and operational matters.
- Exercise judgement over the safety and security and general behaviour of staff ensuring that they do not place themselves or others at risk.
- Apply established procedures and professional knowledge to solve problems and address service delivery issues.
- Respond appropriately to safety, security and emergency situations in accordance with organisational procedures.
- Escalate complex matters to the Access and Inclusion Team Leader as required.

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