

DUTY SUPERVISOR

DEPARTMENT/UNIT	Monash Sport
FACULTY/DIVISION	Campus Community Division
CLASSIFICATION	HEW Level 4
DESIGNATED CAMPUS OR LOCATION	Clayton campus

ORGANISATIONAL CONTEXT

At [Monash](#), work feels different. There's a sense of belonging, from contributing to something groundbreaking – a place where great things happen. You know you're part of something special and purposeful because, like Monash, your ambitions drive you to make change.

We have a clear purpose to deliver ground-breaking intensive research; a world-class education; a global ecosystem of enterprise – and we activate these to address some of the [challenges](#) of the age, Climate Change, Thriving Communities and Geopolitical Security.

We welcome and value difference and [diversity](#). When you come to work, you can be yourself, be a change-maker and develop your career in exciting ways with curious, energetic, inspiring and committed people and teams driven to make an impact – just like you.

We champion an [inclusive workplace culture](#) for our staff regardless of ethnicity or cultural background. We have also worked to improve [gender equality](#) for more than 30 years. Join the pursuit of our purpose to build a better future for ourselves and our communities – [#Changelt](#) with us.

The Campus Community Division is charged with leadership, management and innovation in the provision of high-quality non-academic services to students and staff at Monash. The Campus Community Division comprises Chaplaincy, Childcare, Counselling and Mental Health Programs, Employment and Career Development, Non-Residential Colleges, Residential Services, Safer Community Unit, Social Justice Unit, Student Engagement & Support Programs, Student Leadership Programs, Monash Sport, TeamMONASH, University Health Services, and Volunteering@Monash.

POSITION PURPOSE

The Duty Supervisor supervises a team of casual staff to oversee the day-to-day operations of sports facilities and program delivery underpinned by established service standards.

Reporting Line: The position reports to the Aquatics Team Leader under routine supervision

Supervisory Responsibilities: The position will supervise a small team of casuals as required

Financial Delegation: Not applicable

Budgetary Responsibilities: Not applicable

KEY RESPONSIBILITIES

1. Supervise and monitor the day to day operations and usage of Monash Sport facilities including the usage of all indoor and outdoor grounds and stadia by internal and external users, perform the role of operational supervisor, undertake occupational health and safety checks and risk assessments for facilities and equipment, coordinate maintenance services provided by Facilities and Services and external contractors and provide supervision and coordination of major events in conjunction with the Site Leadership team
2. Supervise, monitor and lead the casual staff team whilst on duty at Monash Sport by ensuring accountability for set tasks, ensuring service provision is delivered at expected levels, providing feedback to casual staff and their supervisors, performing rostered Lifeguards shifts and assisting with recruitment, induction and training of casual staff
3. Maintain pool and plant operations including performing water quality testing, plant room troubleshooting and chemical dosing and ensuring that aquatic operations and processes adhere to Lifesaving Victoria Guidelines for Safe Pool Operations
4. Assist in the evaluation and development of Monash Sport policy and procedures to ensure the facility is operating to the highest professional and safety standards
5. Undertake administrative tasks, including but not limited to financial reconciliations and cash handling, data entry and basic statistical reporting, undertaking and promoting marketing activities, providing front-line customer service support across the Service Desks and ensuring timely completion of incident, first aid and emergency reports and operational checklists
6. Provide feedback and suggestions about improvement of services and contribute to and coordinate activities to ensure a positive and proactive workplace culture
7. Maintain open and effective channels of communication with staff, clients and other stakeholders
8. Other duties as directed from time to time

KEY SELECTION CRITERIA

Education/Qualifications

1. The appointee will have:
 - Completed Year 12 or a relevant certificate, with relevant work experience; or an equivalent combination of relevant experience and / or education / training; and
 - current AUSTSWIM Teacher of Swimming and Water Safety Certificate; and
 - current CPR and First Aid Level 2 qualification; and
 - relevant experience/training associated with each qualification.

Knowledge and Skills

2. Proven supervisory experience and knowledge of facility operations and program delivery in an aquatic/sports centre environment
3. Well-developed organisational and time-management skills, including the ability to plan, organise and problem solve to meet priorities and deadlines
4. A demonstrated commitment to providing excellence in customer service in a busy service environment
5. Ability to work as an effective member of a team as well as independently under general supervision
6. Demonstrated ability to provide effective supervision and on the job training to team members
7. Well-developed communication skills, including the ability to draft documentation and interact positively with colleagues and clients
8. Demonstrated computer literacy, data entry and word-processing skills including experience using business software such as Microsoft Office
9. Completion of the following qualifications, or ability to undertake training to obtain: Advanced Oxygen Certificate, Asthma Management Certificate, Defibrillation Certification

OTHER JOB RELATED INFORMATION

- A current satisfactory Working With Children Check is required
- A current Hepatitis B Immunisation is required
- There may be a requirement to work additional hours or shift work
- There may be peak periods of work during which taking of leave may be restricted
- Travel to other campuses of the University may be required
- The position holder is required to satisfy the Guidelines for Safe Pool Operations (GSPO) - Lifesaving Victoria. These guidelines require the position holder to provide Monash University with evidence of their capability to meet the health and fitness standards of the role. In particular:
 - Health Assessment: Self Declaration/Professional Medical Assessment relating to the following health components – Vision, Hearing, Epilepsy, Diabetes, Asthma, Pregnancy and Immunisations (once per year)
 - Fitness Assessment: Swim 200 metres in less than 6 minutes without equipment (twice yearly)

GOVERNANCE

Monash University expects staff to appropriately balance risk and reward in a manner that is sustainable to its long-term future, contribute to a culture of honesty and integrity, and provide an environment that is safe, secure and inclusive. Ensure you are aware of and adhere to University policies relevant to the duties undertaken and the values of the University. This is a standard which the University sees as the benchmark for all of its activities in Australia and internationally.