

## Position Description

### Sport Facilities Supervisor

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<b>Position No:</b>	NEW
<b>Business Unit:</b>	Provost
<b>Division:</b>	Allied Health, Human Services and Sport
<b>Department:</b>	La Trobe Sport
<b>Classification Level:</b>	HEO3
<b>Employment Type:</b>	Continuing, Full time
<b>Campus Location:</b>	Melbourne (Bundoora)
<b>Other Benefits:</b>	<a href="http://www.latrobe.edu.au/jobs/working/benefits">http://www.latrobe.edu.au/jobs/working/benefits</a>

Further information about:

La Trobe University - <http://www.latrobe.edu.au/about>

La Trobe Sport – <http://latrobe.edu.au/Sport>

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**For enquiries only contact:**

Jai Haddock; Senior Operations Coordinator – Sport, TEL: 03 9479 1355 Email:  
[j.haddock@latrobe.edu.au](mailto:j.haddock@latrobe.edu.au)

# Position Description

## Position Context/Purpose

La Trobe Sport is a business unit within La Trobe University tasked with the strategic goal of developing La Trobe to be the University of choice for Sport in Australia.

La Trobe Sport oversees sports related facilities and grounds, and drives sport related programs and partnerships, to ultimately enrich a student's time at the University through sport. The business unit collaborates across the University with sport related academics and other departments to support and enable, the best sport-related teaching and research, as well as student participation in sport and recreation. La Trobe Sport also oversees the active engagement of the wider community in the campus through the use of its sporting facilities and sport services.

The primary purpose of this position is to work with the Senior Operations Coordinator and Sport Facilities Officer La Trobe Sport to facilitate operational excellence, compliance, and outstanding customer experience across university sport infrastructure.

## Duties at this level may include:

- Gathers key information, arranges, and facilitates bookings to ensure activities are administered efficiently.
- Provides guidance and support to other staff through on the job training/coaching in order to maintain operational effectiveness.
- Keeps skills up to date and develops abilities and capabilities through learning from more senior/experienced colleagues, appropriate training and/or exposure to a range of activities.
- Plans and prioritises own work tasks, to ensure all programs and activities run to schedule and additional booking requirements are met.
- Monitors and takes responsibility of facility and patron usage to ensure established procedures and work requirements are met.
- Receives and responds to customer enquiries to provide the best possible outcome.
- Supervise the day-to-day operation of sporting infrastructure, including maintaining the required reporting mechanisms, setting priorities, meeting service standards and assisting with the monitoring or review of systems.
- Ability to appropriately respond to emergency situations to ensure the best possible outcome for staff and patrons.
- Ability to proactively identify, report and mitigate OH&S issues to facilitate a safe and enjoyable facility for all users.
- Carry out other duties as required by the Senior Operations Coordinator.

## Specific Duties

- Responsible for implementing the policy and procedures ensuring compliance in emergency management.
- Assist the Senior Operations Coordinator in managing the risk, occupational health and safety and environmental management systems within La Trobe Sport.
- Responsible for ensuring the performance of the cleaning contractors within La Trobe Sport facilities.
- Assist in the delivery of La Trobe Sport associated (internal and external) bookings and events, with an emphasis on operational excellence and risk management.
- Responsible for the day-to-day maintenance of La Trobe Sport facilities in a way that maximises service quality, efficiency, and continuity.

### **Special Requirements:**

- The position will be required to work a regular roster which includes times outside of regular business hours including nights and on weekends.

### **Key Selection Criteria**

- Relevant undergraduate qualifications in sport management or related fields; or an equivalent combination of relevant experience in facility management
- A flexible attitude to work and an ability to accommodate and adapt to change.
- Ability to plan and prioritise own work tasks as well as the work of others to ensure all programs and activities run to schedule and additional booking requirements are met.
- Excellent communication and interpersonal skills, with a demonstrated customer service focus and solution orientated approach.
- Strong attention to detail particularly in the area of facility management.
- A positive and proactive attitude to work.

### **Essential Compliance Requirements**

To hold this La Trobe University position the occupant must:

- hold, or be willing to undertake and pass, a Victorian Working With Children Check; AND
- hold, or be willing to undertake and pass, a certificate in Provide First Aid and Provide CPR: AND
- take personal accountability to comply with all University policies, procedures and legislative or regulatory obligations; including but not limited to TEQSA and the Higher Education Threshold Standards.

### **Other Information**

The position description is indicative of the initial expectation of the role and subject to changes to University goals and priorities, activities or focus of the job.

### **Position Flexibility**

La Trobe University is committed to providing a diverse, inclusive and respectful working environment for all staff. We offer flexible work arrangements that can assist you in balancing your work and other responsibilities.

### **Why La Trobe:**

- Develop your career at an innovative, global university where you'll collaborate with community and industry to create impact.
- Enjoy working on our inspiring and stunning campuses – the perfect hub for industry, students and academics
- Help transform the lives of students, partners and communities now and in the future

This is more than just a job. Working at La Trobe offers opportunities to demonstrate excellence and transform lives.

Here, you'll join exceptional people, partners and communities, who power our operations with ambition and purpose.

We are forward-looking and culturally inclusive. We continuously review, improve and transform our processes to embrace new, flexible approaches. That means you'll always have the opportunity to succeed and make a difference.

**La Trobe's Cultural Qualities:**



**We are accountable**

*We strive for excellence in everything we do. We hold each other and ourselves to account, and work to the highest standard.*



**We are connected**

*We connect to the world outside – the students and communities we serve, both locally and globally*



**We are innovative**

*We tackle the big issues of our time to transform the lives of our students and society.*



**We care**

*We care about what we do and why we do it. We believe in the power of education and research to transform lives and global society. We care about being the difference in the lives of our students and communities*

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For Human Resource Use Only

Initials:            Date: