



# DUTY SUPERVISOR

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

## ORGANISATIONAL CONTEXT

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Monash is a university of transformation, progress and optimism. Our people are our most valued asset, with our academics among the best in the world and our professional staff revolutionising the way we operate as an organisation. For more information about our University and our exciting future, please visit [www.monash.edu](http://www.monash.edu).

The **Campus Community Division** provides a range of high-quality non-academic services to students and staff at Monash. These include Monash Sport, Equity and Diversity Centre, TeamMONASH, Monash Residential Services, Mental Health Programs, Safer Community Unit, University Health Services, Student Engagement & Support services and Non-Residential Colleges. For more information about the work we do, please visit <http://www.campuscommunity.monash.edu/>.

**Monash Sport** coordinates a wide range of aquatic, indoor & outdoor sport, health, fitness, wellness and social sport services and activities for University students, staff and the wider community. Through providing these opportunities, we endeavor to enhance the health and wellbeing of our community and the on campus experience for our students & staff. We passionately believe that active bodies complement vibrant minds. For more information about the services we provide, please see our website: [www.monash.edu/sport/index.html](http://www.monash.edu/sport/index.html).

## POSITION PURPOSE

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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 general direction

**Supervisory Responsibilities:** Incidental supervision of a small casual staff team when required

**Financial Delegation:** Not applicable

**Budget Responsibilities:** Not applicable

## **KEY RESPONSIBILITIES**

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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 Buildings and Property, 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 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

## **KEY SELECTION CRITERIA**

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### **Education/Qualifications**

1. The appointee will have:
  - Completion of a Certificate in Sports Administration/Management including a current pool lifeguard qualification or a diploma level qualification with relevant work related experience; or
  - proven experience in pool/plant operations, preferably with a Pool Operators Certificate
  - current Senior (Level 2) First Aid Certificate; and relevant experience/training associated with each qualification
  - an equivalent combination of relevant experience and/or education/training

### **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**

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- A Working With Children Check current Positive Assessment Notice is required
- The position requires the incumbent to hold a current Hepatitis B Immunisation
- Travel to other campuses of the University may be required
- There may be a requirement to work additional hours from time to time
- There may be peak periods of work during which taking of leave may be restricted

## **LEGAL COMPLIANCE**

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Ensure you are aware of and adhere to legislation and University policy relevant to the duties undertaken, including: Equal Employment Opportunity, supporting equity and fairness; Occupational Health and Safety, supporting a safe workplace; Conflict of Interest (including Conflict of Interest in Research); Paid Outside Work; Privacy; Research Conduct; and Staff/Student Relationships.