

**Position**

**Description**

***WORKING TOGETHER FOR A THRIVING COMMUNITY***

Greater Geelong: WORKING TOGETHER FOR A THRIVING COMMUNITY

|  |  |
| --- | --- |
| **POSITION TITLE:** | **Shift Supervisor** |
| **POSITION NUMBER:** | 1982, 1983, 1984, 1985, 1986 |
| **DIVISION:** | Community Life |
| **DEPARTMENT:** | Leisure and Recreation Services |
| **CLASSIFICATION:** | Band 4 |
| **REPORTS TO:** | Centre Manager |
| **DIRECTLY MANAGES:** | Centre Staff |
| **INTERNAL LIAISONS:** | Leisure and Recreation Services staff |
| **EXTERNAL LIAISONS:** | Customers, Suppliers, Community groups, Members |
| **DATE:** | November 2020 |

**POSITION OBJECTIVES:**

This position will supervise the day to day operation of the Centre including plant and staff, according to Royal Life Saving Society Australia (RLSSA) Guidelines for Safe Pool Operations, City of Greater Geelong and Swim Sport and Leisure policy and procedures.

**POSITION RESPONSIBILITIES:**

**Key Responsibilities:**

Customer Service

1. Staff the reception desk in a supporting role during peak periods and provide breaks throughout the day for Lifeguards, Gym staff and Receptionists in accordance with Swim Sport & Leisure service standards.
2. Ensure end of shift and daily balancing of the register is carried out in accordance with Swim Sport & Leisure banking procedures.
3. Resolve day to day problems of staff and patrons where possible to their satisfaction. Answer centre and phone enquires regarding the complex.
4. Ensure all centre programs and facilities as well as staff are operating optimally.
5. Liaise with other City of Greater Geelong departments as directed by centre management.
6. Shift supervisors must maintain appearance in both uniform and hygiene, wearing the uniform as specified by Swim Sport & Leisure.
7. Take a proactive role in ensuring centre communication channels are operating efficiently.
8. Identify and respond either personally or with assistance to any current or foreseen centre issues requiring resolution.
9. Assist in Managing the performance of other relevant program staff such as swim teachers, coaches and lifeguards.

Staffing

1. Where necessary or directed by Management, roster casual staff and replace staff absences to meet customer and program demand.
2. Monitor and guide staff in the maintenance of Swim Sport & Leisure customer service standards.
3. Assist in the communication process between part time & casual staff and centre management, answering queries, giving advice and relaying information where appropriate.
4. Induct new centre staff informing them of their duties, responsibilities and demonstrate tasks, which they are to perform around the complex.
5. Delegate duties (for example cleaning duties, other than set shift tasks) to Part time and casual staff where appropriate.
6. Supervise all Lifeguards at the venue ensuring that they are conversant with all pool policies and scanning techniques are adhered to.
7. Maintain a high standard of personal presentation with regards to both uniform and grooming, ensuring the same of other centre staff.

Marketing

1. Assist with internal promotions and events, particularly as they relate to memberships, programs and activities.
2. Conduct centre tours for prospective customers.
3. Provide administrative support as directed by Swim Sport & Leisure Management.
4. Oversee Group Bookings within the centre.
5. Liaise with major school groups, swimming, basketball clubs and groups where required.
6. Assist as directed with the booking of participants into appropriate timeslots.
7. Adhere to all Council’s policies and procedures relevant to this position.
8. Carry out other duties as deemed reasonable and appropriate to the role as directed from time to time.

**Values:**

Our values represent who we are and who we aspire to be. They are the tools to create the workplace culture we want. We are all accountable for this.

* Respect and encourage each other
* Create a healthy and safe environment for all
* Embrace new ideas and better ways to work
* Make people the centre of our business

**Risk Management and Occupational Health & Safety Responsibilities:**

* Understand and comply with Council OHS policies, procedures and legislative requirements relevant to the position.
* Perform work in a safe and appropriate manner.
* Ensure behaviour does not discriminate, bully or harass others.
* Take responsibility for own safety and that of others.
* Proactively report any incidents, injuries, hazards or unsafe work practices.

The following general physical and functional requirements may apply to this position. Specific physical requirements will be attached if applicable.

* Manual handling tasks.
* Prolonged periods of inactivity eg. sitting at the computer.
* Regular keyboarding associated activities.
* Long / short distance travel between sites.
* Dealing with difficult clients and situations.
* Demanding deadlines.

**KEY SELECTION CRITERIA:**

**Essential:**

1. Experience in running the day to day operations of a Leisure Centre.
2. Minimum Level 2 First Aid and Pool Lifeguard qualifications.
3. Excellent customer service Skills.
4. Proven supervisory and problem solving skills.
5. Ability to work evenings and weekends.
6. Working with Children Check.

**Desirable:**

1. Pool Operations certificate.

**ACCOUNTABILITY AND EXTENT OF AUTHORITY:**

* The efficient, effective and quality output of the centre as a whole, by providing direct support and assistance to the centre Manager in accordance with centre procedures, customer needs and nominated timeframes.
* To ensure that patrons are provided with a safe and friendly environment.
* To provide a high level of service to internal and external customers.
* To make day to day operational decisions.
* The freedom to act is governed by the procedures and objectives of the centre with regular reporting to the Centre Manager. The quality of work is subject to review by more senior staff.
* Potential problems should where possible be anticipated, analysed and resolved and reported to the Centre Manager.
* Accountable for creating and capturing accurate and complete records of the business activities related to this position, in accordance with approved policy and procedures. This is applicable to both hardcopy and electronic information, including email.

**JUDGEMENT AND DECISION MAKING:**

* This position involves the completion of tasks. The objectives are well defined with the incumbent able to make decisions on the methodology within the constraints of authorised practices.
* The position has the scope to make decisions in relation to day to day operational decisions.
* Judgement and decisions of a major nature must be referred to more senior staff.

**SPECIALIST SKILLS AND KNOWLEDGE:**

* Understanding of the leisure industry and its commercial orientation.
* Knowledge of swimming and lifesaving techniques and RLSSA awards and practices in relation to aquatic activities and ability to train staff and customers in these areas.
* Ability to use personal computer including word processing and spreadsheet software.
* Ability to use membership database, point of sale software and Eftpos machines.
* Knowledge of and ability operate pool plant and machinery.

**MANAGEMENT SKILLS:**

* Efficient and effective planning and use of own time as well as subordinates to achieve specific and set objectives with the resources available and within set timeframes.
* An understanding and ability to implement personnel practices including Equal Employment Opportunity, Occupational Health and Safety and employee training and development.
* Ability to initiate and respond positively to change.

**INTERPERSONAL SKILLS:**

* Oral communication skills of an order sufficient to effectively enable professional communication in a clear and polite manner with Centre Customers, Council employees, members of the public, and suppliers including the ability to resolve minor problems.
* Neat, clear and legible handwriting.

**QUALIFICATIONS AND EXPERIENCE:**

* Experience in running the day to day operations of a Leisure Centre.
* Level 2 First Aid Certificate.
* Pool Lifeguard Certificate.
* CPR Certificate.
* Working with Children Check.
* Pool Operators Certificate preferable.
* A current Victorian Driver's Licence.

**ADDITIONAL INFORMATION:**

* This position may be required to work evenings and weekends according to a roster