

Job title: Duty Officer – Sportlink / Nunawading Community Hub	
Classification: Band 4	Effective Date: May 2023
Reports to: Facility Coordinator	Tenure: Permanent /Casual

About Us:

At Whitehorse City Council, community is at the heart of everything we do.

We aspire to be a healthy, vibrant, prosperous and sustainable community. We enable this through strong leadership and community partnerships.

We strive to stay ahead of evolving changes and needs of our community.

Our five key principles empower our employees to be innovative and to provide an excellent customer experience. We are a resilient organisation where everyone belongs.



**Excellent Customer
Experience and
Service Delivery**



**Great
Organisational
Culture**



**Innovation
and Continuous
Improvement**



**Good Governance
and Integrity**



**Long Term
Financial
Sustainability**

CREATe - Our Values and Behaviours:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. Our employees 'live' these shared values. In living these values we also ensure that everyone has a voice and that everyone matters.

Collaboration

We work flexibly together to achieve outcomes and solve problems.

Respect

We actively listen, value diversity and care.

Excellence

We adapt, respond, learn and grow.

Accountability

We take responsibility and follow through on our promises.

Trust

We act with integrity and are empowered to make decisions.

Goal Statement

Overseeing the daily operation of the facility while on shift the position will ensure the facility is well presented, maintain a high level of safety and deliver quality customer experience to tenants, user groups and the wider community.

Key Responsibilities

Position Specific Responsibilities

- Act as Chief Warden in emergency evacuations and respond to emergency first aid incidents
- Ensure effective opening and closing and security of the Centre
- Ensure Centre cleanliness is maintained to a high standard
- Monitor maintenance issues that arise and action and report as required
- Ensure the appropriate use of centre facilities and equipment by centre patrons
- Work in accordance with safe work practises and in the safe operation of equipment and OHS policies and procedures
- Provide regular reporting to Leisure Facility Leadership team members
- Ensure the timely setup and pack up of courts during changeover times
- Provide feedback and operational input in the development and improvement of Centre policies and procedures
- Provide excellent customer experience to all patrons in accordance with centre policies
- Positively promote the centre and its programs
- Treat all patron information in accordance with the Privacy Act
- Conduct routine maintenance of facility equipment, ensuring its safe working order
- Provide reception service that will include the use of leisure management software to create new bookings, taking payments and conducting end of day administration tasks
- Provide leadership and training to staff and provide feedback on minor performance matters
- Assist with administrative tasks as required

Corporate Responsibilities

- Adhere to all Corporate Policies, Procedures and the Organisational Goals and Values in the current Whitehorse City Council Collective Agreement.
- Understand and adhere to the Risk Management Policy (as it relates to the employees work area) and related procedures that are designed to minimise injury and/or loss to individuals, assets and equipment.
- Report any matters that may impact on the safety of Council employees or citizens, assets and equipment.

Accountability and Extent of Authority

Budget: Provide operational knowledge to the Leisure Facilities Leadership Team to assist with budget preparation.

staff responsibility: Assist in supervision of specific area staff that may include rostering, performance assessments and general day to day issues.

Judgement and Decision Making

- The objectives of the work are well defined but the particular method or process to be used must be selected from a range of available alternatives
- May be required to quantify the amount of resources needed to meet the objectives of the role

Specialist Knowledge and Skills

Certificates/Licences:

- Minimum – Level 2 First Aid
- Annual CPR update
- Asthma: 22282VIC – Course in the Management of Asthma Risks and Emergencies in the Workplace (or willing to obtain prior to employment)
- Anaphylaxis: 22300VIC – Course in First Aid Management of Anaphylaxis (or willing to obtain prior to employment)
- Current Working with Children Check

Qualifications and Experience

Technology:

- Working knowledge of Microsoft Office and leisure management software programs
- Possess an understanding of facility operations

Other Attributes (Desirable):

- Desirable qualification or ongoing study in a related field.
- Desirable experience working within a leisure/ recreation facility.
- Oxygen Therapy
- Defibrillation

Interpersonal Skills

- Must have the ability to gain cooperation and assistance from patrons and maintain sound relationships with all user groups
- Appreciation of the needs of individuals and the ability to convey tolerance and sensitivity to patrons values and beliefs
- Ability to present a warm, friendly and enthusiastic approach whilst retaining professional ethics and authority.

Key Relationships:

- **Internal:** The position will be required to liaise with the Leisure Facility Leadership Team, Other Duty Officers and Leisure and Recreation team members as well as Council departments including Information technology and Facilities Maintenance.
- **External:** The position will liaise with contractors, tenants, user groups and the wider community.

Management Skills

- Ability to take initiative and make informed decisions within authority.
- Ability to provide direction to user groups.
- Enforce centre rules, terms and conditions of hire.
- Ability to problem solve and deal with conflict.
- Ability to operate autonomously with minimal supervision

Notes and Comments

- Short listed candidates may be required to attend a pre-employment medical examination
- A clear National Police check is essential
- The incumbent will be required to attend meetings and training sessions.

Key Selection Criteria

1. Demonstrated experience in a similar role, preferably within a sport or leisure environment including thorough understanding of the processes and procedures used within a leisure facility.

2. Ability to effectively manage time and competing priorities in a demanding environment.
3. Ability to act as chief warden, responding to various first aid and emergency situations.
4. Ability to manage all centre operations and facility bookings in a timely and effective manner.
5. Excellent oral and written communication skills to enable positive interaction with and gain cooperation and assistance from other employees, tenants, user groups, patrons and the wider community.

Physical Requirements

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
Kneeling/Squatting Tasks involve flexion/bending at the knees, ankle, and waist in order to work at low levels.			
Hand/Arm Movement Tasks involve use of hand/arms			
Bending/Twisting Tasks involve forward or backward bending or twisting at the waist.			
Standing Tasks involve standing in an upright position			
Reaching Tasks involve reaching above head, and above and equal to shoulder height			
Walking Tasks involve walking on slopes and walking whilst pushing/pulling objects			
Lifting/Carrying Tasks involve raising, lowering and moving objects from one level position to another			

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	<i>Comments</i>
Pushing/Pulling Tasks involve pushing/pulling away, from and towards the body			
Keyboard Duties Tasks involve sitting at workstation and using computer.			
Satisfactory Vision Standard of vision required equal to that required for driver's licence			

Any other relevant comments: