

CLASSIFICATION: Band 4

OCCUPANT: Vacant

DATE: April 2025

POSITION CONTEXT & OBJECTIVE(S):

To assist with the day-to-day operations of the Warrnambool Stadium and programs ran therein.

The Duty Supervisor should be familiar with all areas of the facility and the programs conducted therein. This enables provision of effective assistance to patrons of the Stadium and efficient liaison with user groups.

KEY RESPONSIBILITIES AND DUTIES:

1. Customer Services

- Regularly liaise with patrons to welcome, farewell, inform or assist them with their experience at Warrnambool Stadium.
- Respond to customer enquiries and take action as required to resolve.
- Assist patrons in providing them with information on the Stadium and its programs and services.
- Process Outside School Hours Care and Vacation Care bookings and casual use transactions through the Stadium's facility and program management systems.
- Ensure the efficient and effective operation of the kiosk, including customer and food service functions.
- Ensure all food preparation and handling regulations and standards are complied with.

2. Administration

- Perform various administration duties including end of shift reconciliation and end of day reconciliation and filing as required.
- Maintain accurate financial records when instructed by manager including banking, coin floats and till floats.
- Facilitate banking pickup and transport with the security company.
- Participate in the procurement of goods and minor services for the Stadium and it's programs.
- Assist with record keeping, facility/program data compilation and other administration tasks as required.

3. Maintenance and Cleaning

- Maintain Stadium facilities in a safe and clean condition.
- Complete minor facility and equipment maintenance and repair.

4. Human Resource Management

- Assist with maintaining effective communication between patrons, user groups and stadium staff.
- Work with other staff and undertake duties and responsibilities as directed by Manager.

5. Other Operations

- Occupational Health & Safety
Identified, respond to and record incidents and hazards and where necessary in consultation with manager where required take action to reduce risk.
- Emergency Management
Implement emergency procedures including evacuation procedures in response to appropriate situations as required.

Council is committed to creating and maintaining a child safe and child friendly city, where all children are valued and protected from abuse. Child safety and wellbeing are a community responsibility and are everyone's business. The safety of children in our care is Council's first priority and we have zero tolerance for child abuse or harm.

OUR ORGANISATIONAL VALUES

WORKING TOWARDS A BETTER WARRNAMBOOL

DUTY SUPERVISOR

KEY SELECTION CRITERIA:

Applicants should address the following in their applications:

1. Skills and knowledge in program / facility procedures.
2. Demonstrated experience working in a public indoor leisure facility.
3. Skills in managing time, setting priorities and organising work.
4. Well-developed written and oral communication skills.
5. Ability to gain co-operation and assistance from users, members of the public and other employees in operating the Centre.

The qualifications, skills and experience outlined in this position description are ideals to which the occupant will aspire. Unless specifically stated, they are not absolutely essential.

GENERAL EMPLOYMENT PROBITY CHECKS:

The incumbent must have and maintain a current Fit2Work (Police Records):

☒ YES

The incumbent must have and maintain a Working with Children Check:

☒ YES

ORGANISATIONAL RELATIONSHIPS:

Reports to:	Stadium Service Manager
Supervises:	Casual Operations and Cleaning Staff/Contractors
Internal Contacts:	All Council Officers
External Contacts:	Community, User Groups, Contractors and Suppliers

ACCOUNTABILITY AND EXTENT OF AUTHORITY:

- This position is accountable to the Stadium Manager for the efficient and effective day-to-day operations of the facility. In consultation with the Manager it is also accountable for ensuring that all legislative requirements and industry standards associated with these functions are met.
- The work requires a clear understanding of methods, procedures and equipment used in operating a public indoor leisure facility.

JUDGEMENT AND DECISION MAKING:

- Guidance and advice are always available within the time available to make a choice.
- The Service Manager may be within the Stadium at the same time as a rostered Duty Supervisor and hence is available to assist with queries the Duty Supervisor may have. Alternatively, if the situation warrants immediate consultation, the Service Manager may be contactable on mobile phone.

SPECIALIST KNOWLEDGE AND SKILLS:

The following knowledge and skills are required to be utilised:

- Skills and knowledge in customer service procedures and practices.
- Demonstrated experience working in a public indoor leisure facility.

MANAGEMENT SKILLS:

The following management skills are required to be utilised:

- Skills in managing time, setting priorities and organising work.
- Skills in providing feedback to the Stadium Manager and other senior staff.

OUR ORGANISATIONAL VALUES
WORKING TOWARDS A BETTER WARRNAMBOOL

DUTY SUPERVISOR

- Skills in supervising the work of Stadium casual staff.
- Skills in implementing and monitoring operational systems and procedures as set out by the Stadium Manager.

INTERPERSONAL SKILLS:

The following interpersonal skills are required to be demonstrated:

- Well developed written and oral communication skills.
- An ability to gain co-operation and assistance from users, members of the public and other employees in operating the Stadium.
- Ability to be adaptable to the changing environment within the Stadium as per the demands of patrons and requirements of management.

QUALIFICATIONS AND EXPERIENCE:

The following qualifications and experience are required for the position:

- Experience in the operation of a public indoor leisure facility.
- First Aid Certificate (or preparedness to attain).
- Working with Children Check

TERMS AND CONDITIONS OF EMPLOYMENT:

The Terms and Conditions in this Position Description are to be read in conjunction with the Warrnambool City Council Enterprise Agreement.

AGREEMENT:

I accept and agree to the duties in this Position Description. I understand that this Position Description is to be read in conjunction with the General Terms & Conditions of Employment and I agreed to abide by the terms and conditions stipulated therein.

Name:	
Signature:	
Date:	

OUR ORGANISATIONAL VALUES

WORKING TOWARDS A BETTER WARRNAMBOOL