

Position Description

POSITION	Sports & Fitness Coordinator
SECTION	Key Venues - Blacktown Leisure Centre Stanhope (BLCS)
DEPARTMENT	City Living
BUDGET SUBJECT	874
POSITION NO.	BCC797
POSITION TYPE	Full-time
REPORTS TO	Centre Manager
DIRECT REPORTS	Yes
POSITION GRADE	Band 2, Level 3, Salary System Grade 14
APPROVAL LIMIT	Nil
AUTHORISING LIMIT	\$50,000
DATE	February 2015

POSITION CONTEXT

- The Key Venues (KV) section is positioned within Blacktown City Council's Directorate of City Living.
- Key Venues are administered under the authority of Blacktown Venue Management Ltd (BVM), a company wholly owned by Council acting as Council's Managing Agent.
- All employees of Key Venues are employed by Blacktown City Council (BCC) and seconded to Blacktown Venue Management Ltd.

POSITION PURPOSE:

- The purpose of the Sports and Fitness Coordinator is to provide customers with a safe and enjoyable experience through education opportunities, fitness and skill improvement, major event activation and sporting competition. Services and activities provided will have a clear focus on the customer's enjoyment and acquisition of skills.
- The position will act as line manager for the health and fitness, crèche, stadium and tennis centre teams whose responsibility it is to ensure the experience for all visitors to Blacktown Leisure Centre Stanhope (BLCS), regardless of the activity they choose is a safe and enjoyable experience.
- Act in accordance with the NSW WHS Act 2011, WHS Regulation 2017 and the Work Health and Safety (WHS) Management System to ensure a safe place of work.

QUALIFICATIONS & EXPERIENCE:**Essential:**

- Experience in successfully managing (including financial, physical and human resource management) a range of programmes and events within a recreation and leisure environment and preferably in a sports and/or fitness facility context.
- Certificate in Supervisory Management or equivalent.
- Current driver's licence.
- Current Working With Children Check

Desirable:

- Relevant qualification in health, fitness, sports coaching and/or event management.
- A higher qualification in relevant recreation facility/programme management field.
- Current First Aid Certificate
- Current CPR certificate.

AUTHORITY:

- The incumbent has the authority to take any reasonable action that is consistent with the responsibilities of the position and to ensure the safe and efficient undertaking of work activities, which are consistent with the responsibilities of the position. The incumbent's authority is subject to any limitation imposed by the BCC and/or BVM Management Team, BCC and/or BVM Policies, Procedures and Work Instructions.

KEY ACCOUNTABILITIES:

- Ensure the Blacktown Leisure Centre Stanhope (BLCS) operates successfully and in accordance with meeting the program goals and objectives.
- Successfully provide programs and events through the efficient and effective use of physical, human and financial resources invested.
- Provide quality customer service through competent, committed and confident program personnel who are empowered and enabled to take responsibility for meeting customer expectations.
- Provide a safe program and event environment for the enjoyment of customers through compliance with standards and requirements for the delivery of dry programs.
- Assist in the delivery of a comprehensive and consistent range of land based programs and services that meet individual and group needs.
- Oversee the effective deployment of resources, manage rosters and act as Duty Manager cover as required.
- Maintain 'good employer' relationships with program personnel and manage human resources through effective performance management, training and development.
- Assist colleagues at other Key Venues as requested from time to time.

WHS:

- Act in accordance with the NSW WHS Act 2011, WHS Regulation 2017 and the WHS Management System.
- Implement, monitor and, or comply with councils WHS Management System, including but not limited to WHS Policies, Standard Operating Procedures, Risk Assessments/Work Instructions and associated system tools in their relevant work area.
- Adequately familiarise themselves with their WHS responsibilities and actively fulfil these as indicated in the WHS Responsibilities guideline WHS001.

Corporate:

- To commit to and embrace the objectives of Blacktown City 2030 – City of Excellence, and to be accountable for participating as appropriate in the allocated program of works designed to deliver on the identified objectives as directed.

Equal Employment Opportunity (EEO):

- Demonstrate appropriate knowledge of, and commitment to, EEO principles and anti-discrimination law in the workplace.

Environmental Sustainability:

- Act in accordance with the Protection of the Environment Operations Act 1997 (NSW), the Local Government Act 1993 (NSW) and seek to conserve and enhance our local environment, in consideration of Council's environmental sustainability policy through our work practices, programs and services.

DUTIES:

- Actively participate in the induction, training and development of staff to ensure the provision of quality customer service by way of competent, customer focused staff who are empowered to take responsibility for meeting customer needs.
- Effective deployment and use of staff resources including organisation of rosters, daily work schedules and facility procedures.
- Ensure that high standards of cleanliness and hygiene are maintained throughout the facilities at all times and that procedures and schedules for dry facility maintenance and presentation are monitored and evaluated for improvement on an ongoing basis.
- Carry out and record performance reviews of facility staff, advising the Centre Manager of ongoing training and development required.
- Actively support and foster all facility staff working together as a “team” to meet the requirements expected by the Key Venues section , BLCS, BCC and BVM.
- Provide leadership which results in motivated and effective employees. This includes managing performance of the health and fitness, crèche, stadium and tennis centre teams and identifying and fulfilling the training needs of all Centre personnel and duty management employees in conjunction with colleagues.

- Manage stated expense and income budgets for facility operations. Monitor expense and income on a weekly basis and report on expenditure against budget/income against budget as directed by the Centre Manager and to make budget forecasts, as required.
- Ensure that the provisions of WHS standards for the delivery of health and fitness activities are in all systems and procedures for areas of responsibility. This involves developing and updating procedures, record keeping and writing reports.
- Actively seek and pursue opportunities to host major events, sporting, social, cultural, and community at the centre.
- Actively seek and pursue opportunities for corporate support, advertising and sponsorship of the facility and establish as a strong and regular income stream.
- Liaise with other supervisory staff both within the facility, at other Key Venues and at Council to ensure the most efficient use of resources.
- Provide prospective clients with quality information about the services offered in the fitness centre, health and fitness programs, indoor and outdoor sports and events.
- Develop and maintain effective customer relationships with regular user groups to ensure their needs are provided for.
- Liaise with customers to identify needs and requirements and ensure the provision of these services meets or exceeds agreed standards.
- Deploy customer surveys, program evaluations and provide constructive feedback on survey results.
- Provide client members and course participants with up to date facility and program information, which assists formulate an expectation about their program.
- Ensure quality programmes and customer service remains the focus in all program deliverables.
- Assist with the management and development of programmes and activities, which meet the needs of individuals and user groups.
- Supervise the delivery of health, fitness and programs and events and ensure the continuous development of capability and resources.
- Manage the development of teaching and program resources.
- Develop timetables and schedules for the range of compatible programs and events which maximises the utilisation of program space and available time.
- Recruitment, training, induction, monitoring and evaluation of health and fitness program personnel.
- Provide regular coaching and counselling and performance management for all directly reporting personnel.
- Manage staff against work plans.
- Ensure all staff are kept current in all health and safety procedures including, accident, incident and emergency evacuation and the use of programme equipment.
- In cooperation with the Centre Manager, coordinate promotions and advertising for the delivery of programs with a view to maximising participation and programme viability in respect of both economic and social returns.

- Ensure personnel receive appropriate training and professional development in respective instruction, maintenance and operation of fitness and programme delivery.
- Ensure all personnel hold current pre-requisite qualifications for the roles they are employed for.
- Maintain equipment used for all health, fitness and sports programs and events.
- Provide reports as directed by the Centre Manager covering detail of program achievements, financial and non-financial performance for activities undertaken and coming up.
- Undertake and provide market research information for the future needs of existing members and non-users.
- Identify national and international trends in sport, fitness and leisure and relate these to the need of the Centre.
- Other duties as from time to time as may be reasonably required and requested by and/or through the BVM Chief Executive Officer or his or her nominee.

SELECTION CRITERIA:

- Relevant experience and appropriate qualifications in accordance with requirements outlined in the position description.
- Experience in leading and motivating a team who are committed to the provision of quality programmes and activities and who have a clear focus and desire to deliver quality aquatic programs with exceptional customer service.
- Knowledge of applicable legislation/regulations.
- Computer literate.
- Demonstrated commitment to customer service.
- Ability to work within a team environment.
- Availability to work flexible working hours.

PERFORMANCE CRITERIA:

- As per Council's Performance Management System.

Employee Name (PRINT):

Employee Sighted and Agreed:

Date:

Supervisor Name (PRINT):

Authorised by Supervisor:

Date:
