

# Position Description



<b>Position Title</b>	Shift Supervisor
<b>Agreement / Award</b>	Y Whittlesea Enterprise Agreement 2024
<b>Classification</b>	CR 4.1
<b>Employment Status</b>	As per Employment Contract
<b>Division / Department</b>	Y Leisure City
<b>Direct Reports</b>	NIL
<b>Reports to</b>	Centre Manager

## POSITION SUMMARY

The Shift Supervisor has the delegated authority of the day-to-day management of the facility and will be committed to working effectively and professionally within a team to deliver exceptional customer service. Working under limited direction and guidance, this position requires a complete knowledge and understanding of all aspects of the leisure facility, as well as relevant information of the programs and services of Y Whittlesea. In this role, you will exhibit an ability to lead staff and a drive to contribute to delivering excellent services and facilities for our clients. When on shift you will be tasked with ensuring the following areas operate professionally and effectively: customer service, safety, facility requirements, managing daily staff rostering needs, daily performance of staff and giving allocated breaks, emergency and incident response, reporting, cash balancing, customer education, and general maintenance and cleaning.

You will also be responsible for ensuring that any visitors including staff, customers and contractors follow all the required safety standards and practices expected when visiting our centre/service.

## DUTIES AND RESPONSIBILITIES

- Under limited supervision, this role is responsible for the daily shift management and supervision of support staff on shift.
- Support and provide breaks to staff on shift.
- Oversee the day-to-day operations of the service/facility whilst on shift under limited guidance.
- Provide leadership and guidance whilst on shift.
- Anticipates and is proactive in safety management.
- Be able to suggest ideas and solutions to achieve outcomes and solve problems.
- Identify specific issues that need to be escalated to senior staff/supervisors.
- Maintain a focus on the “Big Picture” issues centre-wide.
- Confidently handle and/or resolve customer complaints and requests.
- Maintain a working knowledge and understanding of the centres operations, Emergency Action Plan and the Safeguarding Children and Young People policy.
- Act as chief warden in an emergency situation, coordinating the evacuation of the centre when required.
- Assist in any first aid incident through the centre and ensure thorough reporting through Y-MAC.
- Following pool testing training, conduct pool tests as per required by schedule of testing.
- After consultation with management and within scope of training undertaken, rectify pool and or plant room issues.
- Ensure sports stadiums are set-up correctly prior to competition or training.
- Monitor stadium and/or room bookings throughout the day and set-up as per requirements of the sport/program.
- Oversee and ensure smooth running of all competitions and training within venue.
- Administrate new, renewed, suspended and cancelled memberships, with outstanding attention to details.
- Market the facilities and Y Whittlesea programs and services to customers.
- Demonstrate excellent program and product knowledge and be committed to keeping up to date and informed of any new developments.

Reviewed by	Human Resources	Date Reviewed	25/11/2024
-------------	-----------------	---------------	------------

# Position Description



- Ensure all area- specific work instructions, policies and procedures are adhered to by staff.
- Complete Shift Supervisor and area checklists, including opening and closing checklists, thoroughly and accurately via Y-MAC.
- Maintain a well presented, clean facility at all times.
- Accurately complete end of day financials.
- Complete a thorough hand-over to the next Shift Supervisor at the end of each shift.
- Perform duties in support of management staff as required.

## KEY PERFORMANCE INDICATORS

KPI	Reference	KPI	Reference
<b>Enrolment</b>	Program enrolments and group booking database accuracy and maintained	<b>Customer engagement</b>	Increase customer satisfaction levels and positive feedback
<b>Communication &amp; Collaboration</b>	Clarity of messages and seeking feedback. Strong and effective communication with client achieved	<b>Personal motivation &amp; drive</b>	Self-professional development
<b>Reliability</b>	Consistency in roster commitment and attending shifts	<b>Organisation &amp; Coordination</b>	Response times, feedback follow up, process development & preparedness to support
<b>Compliance</b>	Adhere to health and safety and promote a safe environment Adhere to Y-MAC compliance		

## CAPABILITIES & ATTRIBUTES

- Lead by example through a strong work ethic.
- Model, demonstrate and teach the positive values of caring, honesty, respect and responsibility.
- Ability to multi-skill and to deal with a potentially busy and demanding environment.
- Work as part of a team and show professionalism at all times.
- Ability to work under routine supervision and guidance.
- Ability to exercise initiative and judgement in the performance of your duties.
- Effective conflict resolution skills.
- Excellent written and verbal communication and ability to engage with a diverse community.
- Can solve predicable problems as per organisation policy and procedure.
- Be friendly, approachable, and helpful, and recognise the vital role quality service has in effective operations.
- A positive, enthusiastic personality and strong team work ethic.

## KEY SELECTION CRITERIA

### Qualifications (pre-employment conditions)

- Current Employee Working with Children Check and current National Police Check.
- International Police Check if you have lived outside Australia in the last 5 years.
- First Aid and CPR.
- Acceptance to complete the Y's Safeguarding Online training and NDIS Worker Orientation Module prior to employment.
- Pool Operators Certificate (desirable but not essential).

# Position Description



## Knowledge and Experience

- Customer service experience.
- Ability to lead or manage staff.
- Cooperative, proactive and collaborative approach to work.
- Proven time management and organisational skills, with the ability to meet tight deadlines.
- Demonstrated ability to collaborate with a wide range of internal and external stakeholders.
- Demonstrated ability to manage workloads & prioritisation of duties.

## **CONDITIONS OF EMPLOYMENT**

- May be required to comply with any mandated vaccination requirements as amended from time to time.
- Maintaining mandatory qualifications / requirements.
- Completion of induction as required (within first six weeks of employment).
- Comply with our [Safeguarding and Licensing Framework standards and our NDIS Practice Standards](#).
- Be able to work a flexible roster, including early mornings, nights and weekends if required.
- Attendance and active participation at Y meetings and training when requested.
- This position is subject to a probationary period in line with your employment contract.

**MUST BE READ IN CONJUNCTION WITH THE Y WHITTLESEA'S HEALTHY WORKING CODE & ORGANISATION POLICIES**

Reviewed by	Human Resources	Date Reviewed	25/11/2024
-------------	-----------------	---------------	------------