# **Position Description**





Position Title	Shift Supervisor
Agreement / Award	Y Whittlesea Enterprise Agreement 2024
Classification	CR 4.1
Employment Status	As per Employment Contract
Division / Department	Y Leisure City
Direct Reports	NIL
Reports to	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 to ensure 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 30/09/2025

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- 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	
Enrolment	Program enrolments and	Customer	Increase customer	
	group booking database	engagement	satisfaction levels and	
	accuracy and maintained		positive feedback	
Communication &	Clarity of messages and	Personal motivation	Self-professional	
Collaboration	seeking feedback. Strong	& drive	development	
	and effective			
	communication with client			
	achieved			
Reliability	Consistency in roster	Organisation &	Response times, feedback	
	commitment and	Coordination	follow up, process	
	attending shifts		development &	
			preparedness to support	
Compliance	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).

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## **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.
- Y Whittlesea is a NDIS approved provider and if the role you are employed to perform directly works with a child, young person or adult who has a NDIS plan, where Y Whittlesea provides services to, you may be required to also have a NDIS Workers Screening Check as a pre-employment requirement.
- This position is subject to a probationary period in line with your employment contract.

MUST BE READ IN CONJUNCTION WITH THE Y WHITTLESEA'S MANAGEMENT AND COMPLIANCE LIBRARY, INCLUDING ORGANISATION POLICIES

Reviewed by Human Resources Date Reviewed 30/09/2025