

POSITION DESCRIPTION

Position Title	Sport and Recreation Trainee
Position No.	T5
Position Status	Temporary Full-Time
Business Unit	Leisure Services
Division	Community and Culture
Classification	Trainee
	Terms and conditions of employment are in accordance with the current Wellington Shire Council Enterprise Agreement
Date Approved	September 2019
Approved By	General Manager Community and Culture

WELLINGTON SHIRE COUNCIL VALUES

Cooperation	Working together, teamwork, collaboration and being solution-oriented.
Integrity	Acting with respect, honesty, reliability, trust, tolerance and understanding.
Balance	Demonstrating fairness, equity and flexibility. Consider work-life balance and balancing community needs against resources.
Professionalism	Personal development and meaningful work, being competent, innovative and courageous, focus on excellence and continuous improvement.

POSITION OBJECTIVE

The Sport and Recreation Traineeship is a unique opportunity that enables the incumbent to successfully achieve the theoretical components of the position, completing Certificate III in Business, in addition to gaining practical experience.

ORGANISATIONAL RELATIONSHIPS

Reports to	Customer Service / Administration Leader
Supervises	NIL
Internal Liaisons	All Council staff
External Liaisons	General public, contractors, user groups, schools

DELEGATIONS/AUTHORISATION

This position has no delegations / authorisation to exercise power as conferred by section 98(1) of the Local Government Act 1989 and other legislation referred to in [S6 Instrument of Delegation](#) to Members of Council Staff, [S7 Instrument of Sub-delegation](#) by the Chief Executive Officer to staff or [S11 Instrument of Appointment and Authorisation](#).

QUALIFICATIONS, EXPERIENCE, SKILLS AND KNOWLEDGE

Accountability and Extent of Authority

- The Sport and Recreation Trainee is responsible for guiding and directing the public in the safe and friendly operation of Council's Leisure Services facilities and advising the public and community groups issues in relation to use of the facilities.
- The position is required to have regard for any Occupational Health and Safety (OH&S) issues relating to facilities.

Judgement and Decision Making

- Assist in the operation of Council's Leisure Services facilities in accordance with Council's policies and procedures.

Specialist Knowledge and Skills

- Computer and MS Office skills.
- Telephone skills.

Management Skills

N/A

Interpersonal Skills

- Courteous and helpful to assist in the provision of excellent customer service to people of all ages.
- Sound written and verbal communication skills.
- ability to discuss and resolve minor problems.

Qualifications and Experience

N/A.

The ability to obtain and maintain the following qualifications, registrations, certifications:

- Pool Lifeguard Qualification.
- Certificate III in Business.
- Level Two First Aid.
- Current Cardio Pulmonary Resuscitation.
- Working with Children Check.

PEOPLE - RESPONSIBILITIES

Developing people, assigning work, setting work environment, monitoring performance, developing own and team's accountabilities.

- Encourage and maintain positive working relationships with all colleagues to ensure a professional and collaborative working environment.
- Support colleagues and coordinator/supervisor as required to achieve overall team goals, Corporate Performance Indicators (CPIs), service levels and other targets.
- Work in a manner that ensures adherence to Council policies and OH&S requirements incl. task analyses (if applicable).

OPERATIONAL - RESPONSIBILITIES

Developing technical knowledge, monitoring technical systems, managing stakeholder relationships.

- Effectively see all tasks through to completion in line with individual CPIs, service levels and other targets.
- Work within agreed plans, policies and processes including safe work practices.
- Identify and report opportunities for increasing efficiency and/or effectiveness as per Wellington Excellence to ensure continuous improvement.
- Demonstrate a commitment to effective internal and external customer service.
- Maintain currency of technical skills and knowledge to ensure work is performed as per the requirements of the role.
- Maintain complete and accurate records of all work related activities including documentation and administration as per the Councils records management policy and adherence to the written style guide.
- Be familiar with and understand the strategic and operational risks relating to your business unit, advise supervisors of any new risks you may identify, and provide input, assistance and advice where applicable.

SCHEDULING - RESPONSIBILITIES

Aligning strategy to team outputs preparing plans, reporting on performance against plans, managing budget, planning and allocating resources, scheduling team's work.

- Regularly monitor and report on work and activity progress against individual and team corporate performance indicators and project targets.
- Understand the contribution of own work towards the achievement of team, business unit and strategic organisational goals.
- Assist with emergency related functions, by mutual agreement, in the event that the Municipal Emergency Management Plan (MEMP) is enacted, including the provision of emergency response, relief and recovery services to the community.

POSITION SPECIFIC - RESPONSIBILITIES

- Respond to incoming telephone calls, resolving the majority of enquires and processing messages and referrals to others in accordance with the customer service charter.

- Handle cash including correct use of Point of Sale and be accountable for any discrepancies between Point of Sale and actual money in accordance with Council's Cash handling policy.
- Actively promote memberships and multi visit passes to users, explaining the benefits of memberships over casual usage to assist in achieving business unit plans and targets.
- Ensure required study is completed in line with the institutions training plan, seeking advice and assistance when needed to achieve a completed qualification.
- Participate in rostered shifts in Gym, Customer Service and on Pool Deck in accordance with individual position description responsibilities.