

## Position Description

### Facility Supervisor - Botany Golf Pro Shop

#### Position profile

<b>Business Unit</b>	Recreation and Community Services	<b>Position number</b>	
<b>Department</b>	City Life	<b>Status</b>	Casual - Seasonal
<b>Salary group</b>	Grade 7	<b>Date Endorsed</b>	27 June 2017
<b>Reports to</b>	Coordinator Sport and Recreation		

#### Overview

Bayside Council is an exciting place to work, live and play. The Bayside Council area covers approximately 50 square kilometres and over 160,000 people call Bayside home.

Bayside Council is the gateway to Sydney's south. With significant state infrastructure within our boundaries and key transport corridors between Port Botany, Sydney Airport and greater Sydney, change is everywhere and so are the opportunities.

By working together, we are making a difference across our Council, creating a great future.

This is an exciting opportunity for an innovative, customer centric and outcomes focused individual to be part of a modern, dynamic organisation that serves the Bayside community well.



## Values

The following values were developed by Bayside Council employees and underpin our shared commitment in delivering our vision for the future.

The values guide us and define how we strengthen our working environment to deliver on the aspirations of our community.

- **Visionary Leadership** - We are all leaders - decisive, outward focused and forward thinking, setting the vision for Bayside Council today and into the future
- **Empowered People** - We are courageous and innovative - committed to making a difference in our work
- **Meaningful Relationships** - We support and invest in each other - creating a strong collaborative culture
- **Exceptional Service** - We go above and beyond – delivering an outstanding customer experience every time

## Primary purpose of the role

The role is both responsible for delivering the day-to-day operations of the Pro Shop including front of house and back of house duties, whilst providing leadership for casual staff operating as shop attendants when the Facility Supervisor is not onsite. This extends to developing, implementing, and maintaining operational procedures and quality assurance.

With a background in golf pro shop operations and sound knowledge of the game of golf, the role will drive efficiencies in the performance of the Pro Shop and service delivery.

The role will also be responsible for leading the stakeholder management for the Pro Shop, including fostering links with peak bodies and golf professionals. The role is responsible for ensuring safe operations in line with legislative, compliance and work health and safety requirements.

*The role will require flexible working hours including the ability to work either mornings or afternoons, depending on business needs and a 5-day work week, including weekend work.*

## Key accountabilities

Within the area of responsibility, this role is required to:

- Provide leadership and supervision of staff including rostering.
- Develop, implement, and maintain operational procedures and quality assurance.
- Undertake a range of administrative tasks and duties, record keeping and communication requirements utilising software applications like Microsoft Word, Excel, and Outlook.
- Oversee the development and implementation of golf programs and services.
- Coordinate marketing, events, and promotions as required.
- Facilitate stock control, ordering and maintenance of golf assets.
- Provide exceptional customer service and experience for patrons.
- Guide and direct patrons and to access and use facilities safely.
- Respond and provide follow up on patron enquiries, needs and concerns in a timely manner to improve and maintain quality service.
- Lead the stakeholder management for the Pro Shop, including fostering links with peak bodies and golf professionals.
- Identify, respond to, escalate, and report incidents or any potential hazards which may cause injury or illness to staff or patrons.

- Ensure safe operations in line with legislative, compliance and work health and safety requirements.
- Provide information about the facility and services to ensure maximum participation and benefit to the patrons and the community.
- Undertake a range of administrative functions including cash handling, retail sales, reconciliation, and banking, opening, and closing of facilities, stock set and replacement and bookings in line with established procedures.
- Maintain the cleanliness and presentation of facilities to comply with safety and hygiene requirements, general cleaning will be required.
- Set up and pack down spaces according to booking requirements, general lifting and physicality will be required.
- Utilise software applications like bookings systems, customer management software (CRM), point of sale systems and finance systems (training provided).
- Promote the positive and collaborative culture and values of the organisation through open, fair, and transparent decision making and ethical, professional behaviour.
- Work in collaboration with and assist the team, coordinator, and other key stakeholders to achieve business unit goals, work requests, demands and Council priorities.
- Tasks as defined by your direct supervisor, be an all-rounder.

## **Key challenges**

- Responding in a timely manner to a range of different enquiries given service peaks and demands and the need to maintain exceptional levels of customer service.
- Identifying any existing or potential safety issues or hazards which may cause injury or illness given the need to maintain the highest level of safety and minimise the risk of harm and injury.
- Delivering value for all stakeholders in an ethical, social and environmentally responsible manner.

## **Role Dimensions**

### **Decision Making**

- The role is accountable for the delivery of activities on time, and to meet expectations in terms of quality, deliverables and outcomes.
- Use judgement for new situations and seek guidance from the Coordinator Sport and Recreation where required.
- Actively participate in required certification to maintain up to date knowledge and current professional practice.
- Guided by Council-agreed strategic plans, statutory guidelines and relevant legislation.

### **Essential Requirements**

- Relevant experience working in a recreational facility, preferably a Golf Pro Shop.
- Knowledge of golf operations, frontline golf industry experience and of the game itself.
- Strong interpersonal and communication skills, be people-focused.
- Intermediate knowledge of Microsoft Word, Excel, and Outlook.
- Confidence in the use of software applications like bookings systems, customer management software (CRM), point of sale systems, finance systems (training provided).
- Current First Aid Certificate relevant to the role (or wiliness to obtain).





- Current Working with Children Check (NSW) (or wiliness to obtain).

### Desirable Experience

- Previous experience in the delivery of recreational facilities.
- Retail sales experience, cash handling, end of day reporting and facilities management know-how.
- Previous experience working in a government setting.
- Current driver's license.

### Competency summary

Below is the full list of competencies adapted from the NSW Public Sector Capability Framework and the level required for this role. The competencies in bold are the focus competencies for this role. Refer to the next section for further information about the focus competencies.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Foundational
	<b>Act with Integrity</b>	<b>Intermediate</b>
	Manage Self	Foundational
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Foundational
	Commit to Customer Service	Intermediate
	<b>Work Collaboratively</b>	<b>Foundational</b>
	Influence and Negotiate	Foundational
 Results	Deliver Results	Foundational
	<b>Plan and Prioritise</b>	<b>Foundational</b>
	<b>Think and Solve Problems</b>	<b>Foundational</b>
	Demonstrate Accountability	Foundational
 Business Enablers	Finance	Foundational
	Technology	Intermediate
	Procurement and Contract Management	Foundational
	Project Management	Foundational

## Focus Competencies

The focus competencies for the role are the competencies in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework		
Group and Capability	Level	Behavioural Indicators
<b>Personal Attributes</b> Act with Integrity	Intermediate	<ul style="list-style-type: none"> <li>• Represent the organisation in an honest, ethical and professional way</li> <li>• Support a culture of integrity and professionalism</li> <li>• Understand and follow legislation, rules, policies, guidelines and codes of conduct</li> <li>• Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct</li> <li>• Recognise and report misconduct, illegal or inappropriate behaviour</li> <li>• Report and manage apparent conflicts of interest</li> </ul>
<b>Relationships</b> Work Collaboratively	Foundational	<ul style="list-style-type: none"> <li>• Work as a supportive and co-operative team member, share information and acknowledge others' efforts</li> <li>• Respond to others who need clarification or guidance on the job</li> <li>• Step in to help others when workloads are high</li> <li>• Keep team and supervisor informed of work tasks</li> </ul>
<b>Results</b> Plan and Prioritise	Foundational	<ul style="list-style-type: none"> <li>• Plan and coordinate allocated activities</li> <li>• Re-prioritise own work activities on a regular basis to achieve set goals</li> <li>• Contribute to the development of team work plans and goal setting</li> <li>• Understand team objectives and how own work relates to achieving these</li> </ul>
<b>Results</b> Think and Solve Problems	Foundational	<ul style="list-style-type: none"> <li>• Find and check information needed to complete own work tasks</li> <li>• Identify and inform supervisor of issues that may impact on completion of tasks</li> <li>• Escalate more complex issues and problems when these are identified</li> <li>• Share ideas about ways to improve work tasks and solve problems</li> <li>• Suggest improvements to work tasks for the team</li> </ul>

## Corporate Obligations

<b>Budget</b>	Council adopted budget for financial year.
<b>Delegations</b>	Decisions associated with this position are to be made in accordance with the Delegations of Authority approved by the General Manager.
<b>Risk Management</b>	Contribute to Council's risk management framework.
<b>Integrated Management Systems</b>	Continually review policies, procedures & processes to increase organisational effectiveness and efficiency and create a culture of innovation and continuous improvement.
<b>Workplace Health and Safety</b>	<p><b>Workers</b> have overall responsibility, accountability and authority to ensure their workplace is a healthy and safe workplace for all workers and will have the following work health and safety (WHS) responsibilities:</p> <ul style="list-style-type: none"> <li>• Participate in the implementation of WHS information within Council's Safety Management System (SMS)</li> <li>• Participate in consultation of WHS issues in their area of responsibility and WHS reporting, risk assessment and incident investigations</li> <li>• Develop the necessary knowledge and skills to effectively enable you to carry out your WHS responsibilities that are assessed through KPIs noted in your Individual Work Objectives</li> <li>• Wear personal protective equipment and follow safe work procedures, where relevant</li> <li>• Report all hazards, near misses, and incidents as soon as practical to Manager, Coordinator or Team Leader and no later than 24 hours following the event, and</li> <li>• Participate in incident investigations and risk assessments within 24 hours of notification.</li> </ul> <p><b>OUTDOOR EMPLOYEE:</b></p> <p>To be aware of appropriate procedures in relation to safe manual handling techniques when undertaking work tasks, including:</p> <ul style="list-style-type: none"> <li>• Correct techniques for activities such as lifting, digging, planting, weeding, topdressing, cleaning etc.</li> <li>• Use of correct postures, harnesses, etc while using machinery or equipment such as mowers, brushcutters etc.</li> <li>• Appropriate variation of duties throughout the day.</li> <li>• Keeping work area organised and tidy.</li> <li>• Safe and correct use, storage and transportation of chemicals.</li> </ul>
<b>Code of Conduct</b>	All staff are required to adhere to the Code of Conduct and associated policies, including, but not limited to Gifts and Benefits policy; Secondary Employment policy; Public Interest Disclosure policy; and Bullying & Harassment Prevention policy.
<b>Customer Service</b>	Provide quality customer service to external and internal customers in accordance with Council's values, policies and procedures.

<b>Records Management</b>	Comply with Council's Records Management policies, procedures and guidelines.
<b>Disclosures of Interest</b>	Disclose pecuniary interests (if a designated person in accordance with s 441 of the Local Government Act 1993).
<b>Equal Employment Opportunity</b>	Comply with EEO based legislation and Council's policies, procedures and guidelines.

#### **HUMAN RESOURCES USE**

Does this position fall under the definition of child related employment?	<b>Yes</b>
Does this position require incumbent to undergo criminal reference check?	<b>Yes</b>
Does this position require incumbent to demonstrate good driving record or possess a specific licence?	<b>No</b>
<b>Specify licence:</b>	
Will incumbent need to make disclosure of pecuniary interest?	<b>No</b>
Could there be a conflict of interest with secondary employment?	<b>Yes</b>