

## POSITION DESCRIPTION

|                 |                                     |
|-----------------|-------------------------------------|
| POSITION TITLE: | <b>COORDINATOR AQUATIC SERVICES</b> |
| DIVISION:       | <b>CITY SERVICES AND LIVING</b>     |
| DEPARTMENT:     | <b>ACTIVE LIVING</b>                |
| SECTION:        | <b>HUME LEISURE</b>                 |
| CLASSIFICATION: | <b>BAND 6</b>                       |

### POSITION OBJECTIVES:

At Hume Leisure, we activate, connect and empower our community through exceptional aquatic and recreational experiences.

This position will ensure day to day management of aquatic services which includes leadership of, Duty Supervisors, Aquatic Operations Team Leaders and subsequent Lifeguard Teams, and aquatic operations across Hume Leisure aquatic facilities.

The position of Coordinator Aquatic Services is responsible for ensuring high quality aquatic and recreation opportunities to residents and visitors in a safe, friendly, and welcoming environment through the development and promotion of excellence and professionalism in aquatic services and operations within Hume Leisure facilities.

At Hume City Council - Active Living, we pride ourselves on creating a workplace culture that is united, proactive, inclusive and unrivalled. We are looking for passionate people who share these values and want to make a difference.

**KEY RESPONSIBILITIES AND DUTIES:**

**1. Aquatic Operations & Safety:**

- Ensure the health and safety of all members of the public using the facilities by maintaining compliance with the Royal Life Saving Society Australia’s ‘Guidelines for Safe Swimming Pool Operation’, and other relevant guidelines and regulations, and by implementing regular review processes and evaluation methods for maintaining the uppermost quality standards of aquatic area operations.
- Lead the Aquatic Operations Team in their recruitment, on boarding, rostering, training, development, and leadership of the Lifeguard team, including fostering a positive, safety focused culture, Promoting accountability, continuous development and the Hume values. As well as ensuring appropriate staffing levels across the Hume Leisure Aquatic Facilities.
- Conduct regular performance evaluations of on-shift staff to ensure Lifeguarding and Duty Management standards are consistently applied.
- With Support from the Coordinator Compliance and Safety, lead the Aquatic Services Team to develop, implement and review Risk Assessments, Processes and Procedures relating to Aquatic Service and Operations i.e.: Aquatic Supervision, Pool Water Quality and Operations, inductions, ongoing in-house training.
- With support from the Unit Leader Operations, implement and manage service contracts in relation to Aquatic Operations, and or Pool Operations ensuring works are carried out as per legislative specifications, manufacturers recommendations and contract requirements to offer the best value asset management for our community.
- Lead Aquatic Operations Team Leaders to work closely with Pool Plant Contractors to address plant issues and breakdowns ensuring service downtime is avoided where possible or minimised. This includes facilitating routine works and approving remedial works within the appropriate delegation of authority.
- Ensure any actions within the centres which may impact upon the satisfaction of customers is communicated to them in a timely and effective manner i.e. service interruptions.
- Lead the delivery of Watch around Water and Swim Safe Programs within the Hume Leisure Centres, including the engagement of all leaders to implement these programs within their areas of responsibility.
- Support the Coordinator Compliance and Safety in the completion of Pool Safety Audits including leading the Aquatic Operation Teams preparation and provision of records relevant to areas of responsibility.
- Review and investigate safety incidents and undertake corrective and improvement actions as necessary.
- Work constructively with the public, monitor and address patron behaviour as required.

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**2. Duty Supervisor Leadership**

- Provide Leadership to the Duty Supervisor Team across the Hume Leisure Aquatic Facilities including their recruitment, on boarding, rostering, training, development, and leadership.
- Foster a positive culture promoting Duty Supervisors to support staff to consistently demonstrate and promote our Hume Values and guiding behaviours.
- Work closely with all leaders to ensure they provide the appropriate training and support to the Duty Supervisor Teams.
- Support all leaders to implement daily operational tasks for the Duty Supervisors in relation to their areas of responsibility.
- Ensure professional development opportunities for the Duty Supervisor team are provided, to support team development and growth as well as opportunities for future succession of leadership team positions, where appropriate.
- Ensure relevant requirements of the enterprise agreement are met in relation to management of the duty supervisor team.

**3. Strategic Leadership**

- Provide excellent leadership to the Aquatic Services team by contributing to creating a high performing workplace. Promote a positive, inclusive culture that values and develops people, promotes high performance and is customer focused.
- Assist in the development, implementation, delivery and review of policy and procedures that will contribute to the success of, and ensure that Hume Leisure meets its obligations including financial, workplace health and safety, industry and legal requirements.
- Effectively assist in the development, management and monitoring of the Aquatic Services related budgets and relevant inventory for aquatic operations, i.e. Chemical Stocks
- Provide accurate and timely specialist advice, support and reports to internal and external contacts relating to Council and leisure organisational policies, strategies and procedures.
- Work with the Hume Leisure Leadership team on development, implementation, marketing and promotion of the aquatic and recreation areas including implementation of key business strategies for improvements to aquatic services.
- Maintain industry currency by networking and attending professional development opportunities.

**4. Other Duties**

- The incumbent of this position may be directed to carry out such duties as are within the limits of the employee's skill, competence and training, provided such duties do not promote a narrowing of the employee's skill base.
- Act as Chief and or Area Warden in the case of an emergency.
- Act as Duty Supervisor when required.
- Act as the On-Call Leader with other Hume Leisure Coordinators and Team Leaders on a rostered basis, providing support and leadership to operational staff outside of normal working hours. Appropriate training will be provided, and allowances are paid in accordance with Hume City Council Enterprise agreement.

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# Active Living

## WHY

We activate, connect and empower our community

We ensure that community is at the center of our decision making

We are industry leaders and support the learning and growth of our community

We design high quality programs that maximise utilisation and are inclusive for all community members

We will innovate, challenge ourselves, and plan for the future to meet the evolving needs of our community

We measure and evaluate the impact of our programs and services, ensure alignment with community needs and industry standards.

We foster a culture of trust, collaboration and growth.

We will recruit, retain and upskill our staff, creating a positive and inclusive work culture

We are strategic in managing our assets and how we utilise them.

## HOW

A workforce that is passionate about the work they do, that deliver efficient and effective services.

Highly trained staff that deliver exceptional experiences and build trust with our community and stakeholders.

High-quality, accessible facilities and programs that support diversity, inclusion, and the evolving needs of our community.

Vibrant, safe and welcoming spaces that foster physical activity, social connection, and a strong sense of belonging.

Strong relationships through clear communication, proactive engagement, and a commitment to being a trusted community partner.

Dedicated to continuous improvement by evaluating our impact, responding to feedback, and adapting to changing community needs and industry standards.

Strategically plan and maintain high-quality assets and services that enhance community wellbeing and maximise participation.

## WHAT

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# Active Living Values



## WE'RE BETTER EVERYDAY

We seek new ideas to achieve our goals and to grow



## WE ARE IN IT TOGETHER

We give and receive feedback in an honest respectful manner



## WE SHOW UP

We proactively take action to achieve our goals



## ALL FOR HUME

We seek, evaluate and action on all community insights

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**Approved By:**  
Manager People & Culture

**Author:** Manager People & Culture

**Approval Date:** October 25

**Review Date:** April 2026

OFFICIAL

| <b>ORGANISATIONAL RELATIONSHIPS:</b> |  |
|--------------------------------------|--|
| Reports to:                          | Unit Leader Operations   |
| Supervises:                          | Aquatic Operation Team Leaders<br>Duty Supervisors<br>Lifeguards<br>Pool Plant Contractors   |
| Internal Contacts:                   | Hume Leisure Leadership Team<br>Active Living Department<br>Other Hume City Council Staff<br>Councillors   |
| External Contacts:                   | Hume Residents/Ratepayers and other stakeholders that use the facilities.<br>Contractors and or consultants<br>Relevant state and federal government departments<br>Training Facilitators and Industry Bodies<br>Other leisure service providers<br>Industry Peers<br>Schools (including tertiary education institutions) and clubs. |

## ORGANISATIONAL CONTEXT

### VISION




Hume City Council will be recognised as a leader in achieving social, environmental and economic outcomes with a common goal of connecting our proud community and celebrating the diversity of Hume.

### MISSION

To enhance the social, economic and environmental prosperity of our community through vision, leadership, excellence and inclusion.

### OUR VALUES

At Hume City Council, our Values underpin everything that we do.

|   |   |
|---|---|
|  | <p style="text-align: center;"><b>We're better, every day</b></p> <p>We give things a go and value progress over perfection. We have permission to go for it and are expected to reflect and learn.</p> |
|  | <p style="text-align: center;"><b>We're in it together</b></p> <p>At Hume, everyone matters. We welcome and include all. Respect and safety are expected.</p>   |
|  | <p style="text-align: center;"><b>We show up</b></p> <p>We empower and trust others and own our work. We rise to the challenges and are expected to do what we say we will.</p>                         |

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### All for Hume

We strive to achieve our best for the Hume Community. We are proud and passionate about working towards better outcomes and expect that they are the centre of everything we do.

#### WORK HEALTH & SAFETY (WHS)

Employees are required to participate in the WHS process by:

- Following established safe working instructions, procedures and policies.
- Taking reasonable care for their own Work Health and Safety and that of others.
- Seeking assistance when unsure of practices, procedures and policies to perform a task.
- Reporting all incidents, injuries, near misses, damage to property and hazards as soon as practicable to their supervisor and the WHS Team.
- Actively participating and contributing to inspections, audits, team meetings and training.
- Ensure that relevant WHS legislation is complied with.

Managers, Coordinators, Team Leaders and Supervisors are required to participate in the WHS process by:

- Assist with the implementation of WHS policies, procedures, guidelines, work instructions and Control Plans.
- Consult with employees on WHS issues and support Health & Safety Representatives in their duties and/or requests.
- Discuss WHS issues as a part of team meetings.
- Conduct and document system reviews and inspections of employees and contractors with assistance from the WHS Team, manager(s), Health & Safety Representatives and/or employees.
- Ensure appropriate training and instruction is given to personnel allowing them to complete jobs safely and without risks to health and safety.
- Take appropriate action to alleviate any hazards, unsafe acts or omissions that are observed or brought to their attention and provide appropriate feedback and support.
- Conduct effective induction of all employees, followed by ongoing training to develop and maintain a high level of WHS awareness.
- Assist with the implementation of Return to Work Plans.
- Ensure that relevant WHS legislation is complied with.

#### RISK MANAGEMENT

Contribute to a positive risk management culture by complying with the *Risk Management Policy*, assisting with the implementation of the Risk Management Strategy and reporting risk management concerns and improvements to their supervisors and/or managers.

Manage risks in area of responsibility by complying with the WHS Policy and Processes and implementing appropriate risk management strategies.

Demonstrate Council's commitment to implementing best practice risk management processes.

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**STATEMENT OF COMMITMENT TO CHILD SAFE STANDARDS**

Hume City Council is a child safe organisation with zero tolerance for child abuse. Council adheres to the Victorian Child Safe Standards and related legislation and Council acknowledges the cultural safety, participation and empowerment of all children, especially children from Aboriginal and Torres Strait Islander, or culturally and/or linguistically diverse backgrounds and those with a disability. As such, all staff must ensure that their behaviours and actions are consistent with these standards.

**SERVICE PLANNING & CONTINUOUS IMPROVEMENT**

It is a requirement of the Service Performance Principles of the *Local Government Act 2020* for Councils to continuously improve service delivery and service performance. Managers and Coordinators are responsible for undertaking service planning and continuous improvement in their area/s of responsibility and ensuring implementation of service plan actions in accordance with Council’s Service Planning Framework.

**ASSET MANAGEMENT**

Staff are responsible for undertaking Asset Management functions in accordance with Council’s Asset Management Policy to ensure Council assets continue to be appropriately managed and maintained.

**ENVIRONMENTAL SUSTAINABILITY**

Hume City Council has a strong and enduring commitment to environmental sustainability and prides itself on its leadership on a range of environmental issues. Council’s Waste & Sustainable team and Climate Action Integration team lead Council activities in this area, however all Council departments have a direct responsibility for implementing environmental sustainability actions across all Council operations and services to the community.

Council’s *Live Green Work Green* employee behaviour change program encourages staff participation in reducing the environmental impact of Council operations. Staff are encouraged to join the environmental leadership team, the *Green Team*, which guides action in this area.

**HUMAN RIGHTS APPLICATION**

As a public authority Council is legislated to act in ways that are compatible with human rights. The Charter of Human Rights and Responsibilities Act 2006 (Vic) provides a framework to guide decision making, to manage risks and to ensure the business of government is carried out in a balanced, transparent, and accountable way. As an employee of a public authority consideration of the human rights of all who Council aims to serve facilitates the improved provision of services, policies and strategies.

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|  |  |
|--|--|
| <b>POLICE CHECK:</b><br>The incumbent must have and maintain a current Police Check  |  |
| <b>WORKING WITH CHILDREN CHECK:</b><br>The incumbent must have and maintain a current Working with Children Check  | <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO  |
| <b>PRE-EMPLOYMENT MEDICAL CHECK</b><br><ul style="list-style-type: none"> <li>The incumbent must undergo a Pre-Employment Medical Check (including fitness for work and functional capacity assessments, muscular-skeletal screening and drug &amp; alcohol test. May also include cognitive assessment.)</li> <li>The incumbent must undergo a Pre-Employment Audio Test</li> </ul> | <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO<br><br><input checked="" type="checkbox"/> YES <input type="checkbox"/> NO |
| <b>OTHER DUTIES</b><br>Responsibilities and duties included in this position description are subject to the <i>Multi-skilling</i> provisions of the <i>Hume City Council Enterprise Agreement</i> as varied from time to time.   |  |

**ACCOUNTABILITY AND EXTENT OF AUTHORITY:**

The incumbent is responsible and accountable for:

- Displaying and promoting Council's Hume Values and guiding behaviours;
- Maintaining knowledge of and working within organisation Policies and Procedures including WHS, EEO and Code of Conduct;
- Acting in line with policies, goals, objectives and budgets with regular reporting mechanisms to determine progress in achieving objectives;
- Lead the recruitment, supervision, training and development of staff in the Aquatic Operations areas; including providing staff with the resources necessary to deliver the highest quality service relative to facility operations and safe pool operations;
- Monitoring aquatic service delivery to ensure safety, compliance, and attendance targets are met in line with business plan forecasts.
- Ensuring the accurate and timely collection, analysis and reporting of aquatic operations data to support service planning and continuous improvement.
- Provision of accurate and timely specialist advice and support to internal and external contacts relating to Council and leisure organisational policies, strategies and procedures;
- Assist in the development, implementation and evaluation of policies and planning of leisure services;
- Providing information and making recommendations to the Unit Leader Operations on matters that will affect or improve aquatic operations.
- Ensure effective monitoring of budgets and inventory relating to the Aquatic Operations area.

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**JUDGEMENT AND DECISION MAKING:**

The incumbent is accountable for:

- Using initiative to solve problems and make decisions relating to day-to-day aquatic operations, including applying previous experience to new situations.
- Providing recommendations and business cases on aquatic services, operations and equipment based on service needs, financial viability and community benefit.
- Identifying and responding to hazards and emergencies in line with relevant legislation, guidelines and operating procedures.
- Guidance and advice are generally available where required.

**SPECIALIST KNOWLEDGE AND SKILLS:**

The following knowledge and skills are required to be utilised:

- industry trends and regulatory requirements.
- Effective analytical skills in the development, management and evaluation of aquatic operations, services and programs.
- Knowledge and demonstrated understanding of relevant legislation and regulations relating to public health and safety issues;
- Demonstrated knowledge of relevant budgeting techniques in the management of resources with the ability to meet key operational and financial objectives in the Aquatic Operations area;
- Knowledge of and ability to implement various promotional activities;
- Proficient in relevant computer software and the use of database and spreadsheet programs including Microsoft Word, Lists and Excel, Envibe, SafetyCulture and other specific council software applications i.e. TechnologyOne (CiA);
- An understanding of the long-term goals of Hume Leisure and the individual goals of each service area;
- Proven skills in staff development, the implementation of HR practices, and developing partnerships with stakeholders.

**MANAGEMENT SKILLS:**

The following management skills are required to be utilised:

- Demonstrated skills in managing time, setting priorities and planning work schedules and where appropriate that of other employees in the most efficient way possible within and set timetables and resource constraints;
- Demonstrated ability to recruit, supervise, train and develop Leisure Centre staff;
- Participation in, and contribution to, professional networks relating to the leisure industry;
- Understanding of, and ability to implement human resources policies and practices, including Occupational Health & Safety (OHS), Equal Employment Opportunity (EEO), and an ability to ensure staff adhere to these policies and procedures;
- Contractor management skills.

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**INTERPERSONAL SKILLS:**

The following interpersonal skills are required to be demonstrated:

- Strong written and oral communication skill with the ability to gain cooperation and communicate both verbally and in writing to a broad range of people from diverse backgrounds and cultures and in the supervision of other employees;
- Capacity to liaise effectively with external stakeholders and collaborate internally to resolve and discuss operational problems and specialist matters in the provision of leisure centre services and facilities management;
- Ability to identify customer needs and expectations, decide the appropriate action and respond accordingly.

**QUALIFICATIONS AND EXPERIENCE:**

The following qualifications and experience are required for the position:

- Tertiary qualifications (at degree or diploma level) relating to aquatic facility management and operations with relevant experience or a combination of lesser qualifications and substantial relevant industry experience.
- Pool Operator’s Certificate or equivalent or demonstrated experience, skills and knowledge to operate public pool plant and equipment.
- Current Pool Lifeguard Certificate.
- Current level 2 First Aid qualifications and CPR qualifications.
- Current valid Working with Children Check.
- Current driver’s license

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### TASK ANALYSIS

In undertaking the inherent requirements of their duties, a person in this position may be expected to work in or be exposed to the following conditions or activities as marked.

| Condition/Activity  | Constant                 | Frequent                            | Occasional                          | N/A                                 |
|---|--------------------------|-------------------------------------|-------------------------------------|-------------------------------------|
| Manual handling weights – above 10kgs   | <input type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| – below 10kgs   | <input type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| Manual handling frequency   | <input type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| Repetitive manual work  | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| Repetitive bending/twisting   | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| Repetitive kneeling/squatting   | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| Working with arms above head  | <input type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| Lifting above shoulder height   | <input type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| Using hand tools – vibration/powerful   | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| Operating precision machinery   | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| Close inspection work   | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| Wearing hearing protection  | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| Wearing eye protection  | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| Wearing safety shoes/boots (steel cap) / gum boots                              | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| Wearing other relevant PPE  | <input type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| Working in dusty conditions   | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| Working in wet/slippy conditions  | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| Working with chemicals/solvents/detergents                                      | <input type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| Washing hands with soap (hygiene)   | <input type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| Working at heights  | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| Working in confined spaces  | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| Working in chillers (+4 degrees C)  | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| Performing clerical duties  | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            |
| Working on a keyboard   | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            |
| Driving cars and/or trucks  | <input type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| Other (please specify)  | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| Other special features (e.g. nature of chemicals, travelling requirements etc): |                          |                                     |                                     |                                     |
|   |                          |                                     |                                     |                                     |
|   |                          |                                     |                                     |                                     |

### VARIATION TO CONDITIONS OF EMPLOYMENT:

These conditions of employment, your duties and your location may be varied by Council during the term of your employment.

The key responsibilities and duties in this position description are to be undertaken in accordance with the General Employee Handbook.

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**AGREEMENT:**

|   |       |
|---|-------|
| I hereby accept and agree that by placing my electronic signature in the text box, this shall be considered as an original signature for accepting the duties in this position description. I understand that key responsibilities and duties in this position description will be undertaken in accordance with the Employee Handbook and I agree to abide by the terms and conditions stipulated therein. |       |
| Name (Please print):  |       |
| Signature:  | Date: |

**SELECTION CRITERIA:**

Selection will be based on the following selection criteria; however, reference will also be made to other listed skills, knowledge and attributes as required in the position description:

1. Tertiary qualifications in administration or a related field or lesser formal qualifications with relevant experience in working in an office environment in an administrative role
2. Proven experience in managing contract agreements and coordinating merchandise sales and stock management for profitability
3. Demonstrated organisational skills including the capacity to develop, monitor and continually improve procedures, systems, reports and data
4. Demonstrated proficiency in using Microsoft Office applications including word and excel, and knowledge of specialised software packages with the ability to prepare and provide high quality, accurate documentation, reports and correspondence
5. Demonstrated experience in creating marketing and promotional material ensuring corporate identity is displayed consistently and perceived in positively
6. Ability to manage competing work priorities and provide timely professional and accurate information and advice
7. Ability to gain cooperation of, and communicate both verbally and in written form with a broad range of people from diverse backgrounds and cultures
8. Ability to use initiative and resolve problems;
9. Current Level 2 First Aid and CPR Certificate
10. Current Driver's Licence

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