

Position Description

Position Title	Program Attendant
Directorate	Community Development
Business Unit/s	Recreation & Leisure Services
Reports to	Sports & Leisure Programs Officer
Classification	Level 2 Inside Workforce Agreement

Organisational Overview

The City of Stirling (the City) is located eight kilometres north of Perth's central business district and covers an area of around 100 square kilometres from Scarborough, Trigg and North Beach in the west to Balga and Inglewood in the east, and from Beach Road in the north to Herdsman in the south.

The City is the largest local government by population in WA with over 243,000 residents. We provide more than 200 services to our thriving community, including recreation centres, libraries, home and community care, safety, and events.

The City has a workforce of around 1,400 people and a genuine commitment to invest in our employees to achieve an inclusive, diverse, engaged and capable workforce. The City is recognised for supporting work-life balance through a wide range of flexible work options and offering a range of policies and benefits to create opportunities and an enjoyable and fulfilling employment experience.

Organisational Vision, Mission Statement and Values

Vision

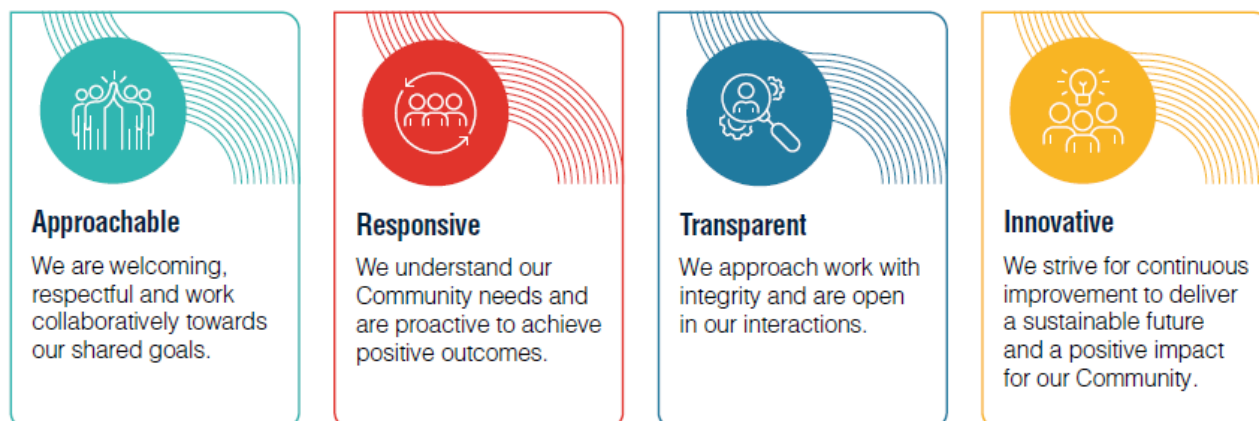
A sustainable City with a local focus.

Mission Statement

To serve our community by delivering efficient, responsive and sustainable service.

Values

The City of Stirling's core values are:



Approachable

We are welcoming, respectful and work collaboratively towards our shared goals.

Responsive

We understand our Community needs and are proactive to achieve positive outcomes.

Transparent

We approach work with integrity and are open in our interactions.

Innovative

We strive for continuous improvement to deliver a sustainable future and a positive impact for our Community.

Reporting Relationships

(1st) Sports & Leisure Programs Officer, (2nd) Senior Sports & Leisure Programs

Position Overview

The Program Attendant is responsible for the delivery of sport and leisure programs, maintaining the highest standard of teaching and safety for a variety of ages and skill levels.

Position Objectives

- Conduct high level quality sport and leisure programs, in accordance with sport and leisure program continuum.
- Maintain high level of safety standards when conducting classes. Adhering to supervision ratios and ensuring equipment is of a safe standard
- Work collaboratively with other Program Attendants to continually develop and improve programs
- Assist Sport and Leisure Officers with innovative program content
- Ensure classes promote participation and self-improvement in a fun and safe environment
- Attend sport and program professional development and training workshops when scheduled
- Respond promptly to any internal communication received by Management
- Maintain equipment storage areas and leave program area clean at conclusion of classes
- Provide a consistently high-quality level of customer service
- Notify Sports and Leisure Programs Officer of any issues relating to the program including customer feedback, equipment needs and other requirements that may arise
- Carry out other duties as required.

Corporate Responsibilities

- Contributes to the achievement of corporate objectives by ensuring that stakeholders are dealt with in a professional and timely manner.

- Observe all safe working practices and work as directed by your supervisor.
- Ensure that you take reasonable care to ensure your own safety and health at work and that of others.
- Takes responsibility for and actively promotes the importance of the City's Risk Management processes, encouraging others to apply it and achieve positive results from it throughout their work.
- Understand the principles of customer service and undertake duties and responsibility in accordance with the City's Customer Service Charter.
- Undertake duties and responsibilities in accordance with corporate policies, management practices and procedures and demonstrate expected behaviours aligned with the City's Code of Conduct.
- Undertake Community Engagement where required, to optimise trust, inform decision-making, share knowledge, and strengthen relationships with the community in accordance with the City's Community Engagement Policy.
- Perform other duties as directed.

Selection Criteria

Qualifications/Education Level	
Minimum Level 1 accreditation from a governing sports body and/or experience instructing sport & leisure programs or equivalent.	Essential
Knowledge, Skills, Experience & Abilities	
Sound interpersonal and verbal skills – the ability to give clear instructions and transfer information effectively to achieve desired outcome.	Essential
Previous experience in sport, dance, music, cooking, toddler gym, gymnastics and other leisure activities	Desirable
Ability to work individually and in a team environment.	Essential
Well-developed organisational and time management skills to ensure programmes run to published times.	Essential
Previous experience in the instruction of sports and leisure programs	Desirable
Experience working with a diverse client base.	Essential
Experience of working in a similar recreational facility.	Desirable
Other	
Valid Working with Children Check	Essential
National Police Clearance (under 3 months).	Essential
Current Perform First Aid Certificate	Desirable

Office use only

Position Creation Date	Date	Officer	
Last reviewed/Modified	Date 4 February 2025	Officer	Team Leader Sports & Leisure Programs