

Duty Supervisor

Job Description

Location: Acton, Canberra

Reports to: Facilities Manager

Employment Type: permanent (part-time) / casual – to be negotiated

Hours: shifts are between 5.45am – 10.15pm Monday – Friday and possible covers for weekends between 7.45am – 7.15 pm

Overview:

ANU Sport is an independent incorporated association. Our mission is to provide opportunities for the ANU community to engage in sport, fitness and recreation experiences that promote well-being and balanced lifestyles.

ANU Sport is a UniSport Australia and Elite Athlete Friendly University member institution. The ANU is a member of the Group of 8, Australia's eight leading universities. ANU Sport is responsible for the operation and management of the ANU Sport Fitness Centre and all the University sport and recreation facilities, along with supporting over 30 sport and recreation clubs and delivering social and competitive sporting programs.

About the role:

The Duty Supervisor plays a pivotal role at ANU Sport and are responsible for overseeing the efficient day-to-day operations of the sporting facilities, ensuring a safe, clean, and welcoming environment for customers. The Duty Supervisor supervises Customer Service and Personal Trainer staff, monitors facility usage, acts as an escalation point in handling customer enquiries/issues, and enforces ANU Sport policies and procedures. They support the smooth delivery of services while maintaining high standards of customer service and operational efficiency. The Duty Supervisor will be the contact point for patrons using ANU Sport facilities on a day-to-day basis. The Duty Supervisor will also support front-line staff and assist to report maintenance needs and incidents.

On weekday mornings, Duty Supervisor will be the face of ANU Sport, meeting and greeting all members and patrons while performing essential functions, following established processes and procedures for memberships, facility hiring, and administrative practices.

Key Responsibilities:

1. Supervision of Facility and Grounds Use

- Monitor and oversee the proper and safe use of ANU Sport's facilities and grounds by the ANU students, ANU Sport affiliated clubs and commercial hirers.

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- Conduct regular checks of facilities to ensure cleanliness and adherence to safety protocols, operational guidelines and facility hire guidelines.
- Make clear and concise decisions surrounding facility use, in alignment with ANU Sport policies and procedures and work health and safety requirements.
- Ensure ANU Sport policies and procedures are adhered to by facility users, escalating breaches where relevant.
- Actively engage with ANU Sports community with a particular focus on ANU Sport affiliated clubs and commercial hire stakeholders.

2. Supervision of Customer Service, Facilities, and Fitness Centre Officers)

- Ensure Customer Services Officers are fulfilling their duties and tasks while providing a high standard of customer service support.
- Ensure Fitness Centre Officers are proactively monitoring all fitness centre spaces, while generating positive and educational engagement with members and patrons.
- Ensure all front of house employees are executing their responsibilities and completing tasks as noted in their job descriptions
- Ensure all front of house employees are maintaining compliance with all ANU Sport policies and procedures.

3. Efficient Management of Booking System

- Ensure that the booking system (EnVibe) is operating efficiently and accurately.
- Resolve any booking-related issues promptly and professionally or escalate as required.
- Educate and coach the front-of-house team on best practices for booking efficiencies.

4. Assist in the Induction and Training of New Team Members

- Support the comprehensive onboarding of new front-of-house staff: Introducing company policies and customer service expectations.
- Delivering hands-on training: Teaching essential skills like communication, problem-solving, and handling inquiries or complaints professionally.
- Conducting system and software training: Ensuring new CSOs are proficient in using Envibe, Deputy and ANU Sport platforms.
- Offering continuous support and mentorship: Providing feedback, answering questions, and encouraging professional growth.

5. Manage Overdue Balances Following Approved Procedure

- Identifying overdue balances through regular account reviews.
- Extracting data from Envibe and creating an Arrears Tracker.
- Communicating effectively with members regarding outstanding payments.
- Implementing follow-up strategies.

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- Escalation process for unresolved balances for further action.
- Monitoring and reporting progress on the resolution of overdue accounts.

6. Availability of Membership Forms, Price Lists and Club Brochures

- Ensure that membership forms, price lists, and club brochures are readily available to members and guests.
- Keep the materials well-organized and up to date.
- Notify Marketing Team if materials require updating.

8. Merchandise Storeroom Maintenance

- Ensuring the storage of merchandise in the storage room is consistently tidy and allows staff to access the storage room free from hurdles on the floor.
- Complete a monthly stock take of ANU Sport merchandise.
- Ensure the merchandise wall is restocked as required. This also includes reviewing sales to ensure that stock is being sold and not stolen.
- Management of lost property collected throughout the facility, inclusive of collection, organisation and appropriate disposal as required.

9. Stock Level Maintenance

- Monitor and maintain appropriate stock levels of essential items, including but not limited to merchandise, supplies and promotional materials.
- Collaborate with relevant teams to replenish stock as needed to avoid shortages.

10. Maintenance

- Identify, document, and report maintenance needs and repairs to ensure facilities remain in excellent working order.
- Coordinate with the Facilities Manager to address issues promptly.

11. Incident Management and Reporting

- Record and report all incidents, injury, accidents, misconduct, and near-misses associated with the facilities and grounds.

12. Logistics and Facility Bookings Support

- Enhance booking efficiencies as necessitates.
- Ensure Facilities Officers are adhering to tasks and responsibilities as outlined in their job descriptions
- Assist Facilities Officers with large-scale setups.
- Assist front of house staff with their roles as required, providing guidance and support to maintain a high standard of service.

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13. Other Duties as Directed

- Be flexible and responsive to perform additional tasks and responsibilities as directed by the ANU Sport Leadership Team.

Requirements:

1. Effective Communication

- Exceptional verbal and written communication skills to interact and build professional working relationships with staff, members, and guests.

2. Empathy and Patience

- Demonstrating empathy and patience when addressing customer inquiries and concerns.

3. Problem-Solving, Critical Thinking Skills and The Use of Initiative

- The ability to quickly identify solutions and resolve customer issues efficiently without the need for escalation to management (where necessary). The use of initiative emphasizes the importance of proactively seeking improvements and innovations in the workplace.

4. Strong knowledge of membership and facility products and the other services ANU Sport provides

- A thorough understanding of ANU-Sport Fitness Centres membership and service options, ANU-Sport's facility hire practices and other ANU-Sport Affiliated products and services to provide accurate information to members and guests.

5. Adaptability

- Willingness to adapt to changing situations, customer needs and evolving processes and procedures.

6. Time Management

- Effective time management skills to ensure timely responses to customer inquiries and maintain well-organized day-to-day operations in the front of house area.

7. Professionalism and Integrity

- Maintaining a professional appearance and demeanour when representing ANU-Sport in all customer interaction and always acting with a high level of integrity, while establishing and maintaining productive working relationships with staff, members, and guests.

About you:

Our ideal candidate is highly energetic and passionate about sport and physical activity. You are someone who wants to work with good people and make a difference. You have experience in

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coordinating multi-use and high traffic venues and a desire to bring that knowledge to bear on a new challenge.

Mandatory:

- Current First aid Certificate
- Current Working with Vulnerable People Check (employee with ANU Sport listed as an employer)
- Proven ability to prioritise tasks in a fast-paced environment
- Proven capacity to manage multiple responsibilities
- Proven capacity to problem solve and think critically
- Proven capacity to work & communicate effectively with a diverse range of stakeholders
- Proven ability to show initiative and exercise judgement in high pressure situations
- Understanding of WHS legislative requirements, and ability to identify and eliminate risk

Desirable Qualification and Skills:

- Fire Warden Training and / or Experience
- Strong understanding of safety protocols and emergency responding
- Drivers Licence (preferably manual)

Our Culture:

At ANU Sport we have a strong focus on bringing out the best in people, both our students and our staff. This is reflected in our commitment to professional development and a core belief that supporting staff to grow in their role benefits the entire organisation.

We pride ourselves on our culture that values **integrity, community, passion**, and being **innovative**. Through these values and agreed behaviours we strive to be a high-performing team focused on we deliver the best student sport and recreation experience for the University community.