



Program Officer

Classification:	Fitness Award Level 2		
Date Reviewed:	June 2024		
Department:	Programs	Reporting to:	Stadium Sports Team Leader
Approved by:	General Manager Operations – Stadiums		

About South East Leisure

South East Leisure are a leisure management company based in the City of Greater Dandenong with a vision to enhance the health and wellbeing of our community by providing sustainable world class experiences.

We, at South East Leisure pride ourselves on being driven by our values:

CARE – We care about our people, our actions, and our outcomes

OPEN – We are honest, transparent, and respectful in our actions

FUN – We work hard, we have fun and celebrate our success

SUSTAINABLE – We provide commercially and environmentally sustainable outcomes

South East Leisure manage and operate the four major leisure facilities in the Greater Dandenong area:

- Dandenong Oasis
- Noble Park Aquatic Centre
- Springers Leisure Centre
- Dandenong Stadium

We are committed to building a team full of positive, hardworking, and adaptable superstars. In return for your passion and commitment, we will:

- Provide you with flexibility in your role - We are passionate about creating a healthy work life balance
- Encourage you to contribute to our social and environmental outcomes
- We are passionate about creating a positive social impact and are always exploring ways that we can implement environmentally sustainable improvements.
- We will always value and listen to your ideas into ways we can improve our programs, services and business.

About the role

As the Program Officer you will be responsible for planning and delivering high quality sporting programs to participants. Program Officers must have excellent communication skills to communicate with participants, parents/carers, and other staff members at the facility.



As a Program Officer you will be responsible for taking attendance in classes, delivering engaging and enthusiastic lessons, and providing feedback to participants.

Key Responsibilities and Specialist Skills

- Provide high quality coaching to all participants regardless of ability
- Provide safe and fun programs and highly engaging environment for participants
- Develop and deliver programs and lesson plans to meet customer needs.
- Celebrate successes of participants, issuing awards, and certificates
- Deliver a high level of communication to staff, participants and parents
- Collaborate with team members to deliver program components
- Ensure effective coordination of programs
- Strong communication skills and ability to create an engaging and enjoyable environment
- Maintain an understanding of program information and booking system to be able to answer customer enquiries
- Delivery of programs, ensuring safety, class control and enjoyment of participants
- Ensuring that programs meet the specific objectives
- Stay informed about all communications to ensure you are aware of and understand company policies, procedures, and updates.
- Ensure the venue is organised and setup for all bookings and activities to ensure smooth operation of events, competitions, functions and other venue bookings
- Provide a high standard of service to all customers, following the organisations standards for achieving service excellence
- Effectively communicate with staff, participants, and parents to ensure high level of engagement, timely delivery of feedback, resolution of issues, and sharing of relevant information.
- Ensure the facility is always clean and presentable
- Actively contribute to the team
- Promote a positive safety culture
- Other duties as required

Qualifications and Experience

- HLTAID011 – Provide First Aid
- HLTAID009 – Provide cardiopulmonary resuscitation. (CPR)
- Current Working with Children Employee Check
- Satisfactory National Police Check (funded by SEL)

Desirable

- Previous experience in a similar role
- Relevant coaching or programming qualifications



Organisational Relationship/Context

Reports to

Stadiums Coordinator

Major contacts

Internal Liaisons

- Leadership Team
- Internal staff team

External Liaisons

- Participants and Parents
- User Groups

Equal Opportunity

We support the provision of a work environment that is free from harassment, discrimination and bullying and refrain from engagement in any activities that may be offensive, humiliating, uncomfortable for; or derogatory towards; other staff or the community.

Safeguarding Children and vulnerable adults Commitment

SEL wants children and vulnerable adults to be safe, feel safe, happy, and empowered; we take all reasonable steps to ensure candidates are appropriately screened and to employ skilled staff to work with children and vulnerable adults and have zero tolerance for all forms of harm.



PHYSICAL REQUIREMENTS OF POSITION

POSITION TITLE	Programs Officer	DEPARTMENT	Stadiums
REPORTS TO	Stadium Sports Team Leader	DATE REVIEWED	11/06/2024

PHYSICAL REQUIREMENTS	Performed Frequently More than 2 hours per shift, or continually for 30 minutes.	Performed Sometimes Less than 2 hours per shift.	Rarely Performed Infrequent / ad-hoc
Keyboard duties		✓	
Reading tasks		✓	
Writing tasks		✓	
Sitting		✓	
Walking / Standing	✓		
Driving Car			✓
Lifting / carrying (Light) < 10kg	✓		
Lifting / carrying (Heavy) > 10kg	✓		
Pushing / pulling (Light) < 10kg	✓		
Pushing / pulling (Heavy) > 10kg	✓		
Cutting (knife work)			✓
Bending	✓		
Kneeling / squatting	✓		
Climbing (stairs, ladders, scaffold)		✓	
Exposure to hazardous substances / dangerous goods			✓
Exposure to blood / bodily fluids / human waste		✓	
Exposure to dust / dirt			✓
Stress – difficult customers			✓
Stress – resolving conflict scenarios			✓
Stress – tight deadlines			✓
Stress – other (specify)			✓
Exposure to noise > 85dB			✓
Exposure to wet environment (including working in pool water)			✓
Exposure to hot temperatures (up to 39°C)			✓
Continuous concentration	✓		

MINIMUM PHYSICAL REQUIREMENTS	Yes	No
Ability to swim a minimum of 200 metres of a survival stroke		✓
Ability to team-lift a patient out of a pool during a rescue situation		✓
Ability to tow a patient for a minimum of 25 metres in a pool during a rescue situation		✓
Ability to perform Cardio Pulmonary Resuscitation (CPR) for an extended period of time	✓	
Sustained cardio-vascular training		✓

Declaration

It is essential to disclose any pre-existing illnesses, injuries, or conditions that may affect their ability to meet these physical requirements before employment or as soon as they become aware of them.