

Inflatable World Officer

Classification:	Fitness Industry Award Level 1-2		
Date Reviewed:	August 2024		
Department:	Stadiums	Reporting to:	Programs & Competitions 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

The Inflatable World Officer is responsible for providing a high level of service to the customer throughout the facility. The diverse role includes providing supervision for the inflatable playground, including setup, pack up and relevant safety checks. The Inflatable World Officer is also responsible for delivery of birthday parties, general customer service at reception and café, preparing food and beverages, cleaning, and supporting venue setup.



Purpose

Creating active, connected communities.



Vision

Providing sustainable world class experiences that enhance the overall health and wellbeing of the community.

Key Responsibilities and Specialist Skills

- Actively supervise the inflatable playground area, ensuring patrons are safe and adhering to playground rules and requirements
- Complete setup and pack up of inflatable playground equipment in line with procedures
- Conduct safety checks of equipment and surrounding area
- Maintain a comprehensive understanding of operating instructions of each inflatable and ensure correct operation by staff and patrons at all times
- Promote a positive safety culture, identifying potential risks to and take steps to reduce those risks
- Ensure the facility is clean and presentable at all times by performing general cleaning and basic maintenance
- Setup, pack down and delivery of Birthday Parties
- Follow manual handling procedures for setup and pack up of equipment
- Provide a safe and enjoyable environment for customers, proactively engaging with customers
- Communicate effectively with staff, participants, and parents to ensure high engagement, timely feedback, issue resolution, and the sharing of relevant information
- Perform first aid as required
- Ensure the venue is organised and set up/packed up for all bookings and activities to ensure smooth operation of events, competitions, functions and other venue bookings
- Processing financial transactions and end of shift reconciliation
- Maintain an understanding of programs and services across all facilities
- Complete administrative tasks and use venue software and systems
- Provide a high standard of service to all customers, following the organisations standards for achieving service excellence
- Actively contribute to the team, assisting and supporting others
- Preparation of food and products, food service, presentation, and plating of food
- Clearing and cleaning of tables and chairs
- Coffee making and machine maintenance
- Replenishment of products
- Stay informed about all communications to ensure you are aware of and understand company policies, procedures, and updates.
- Other duties as required



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Qualifications and Experience

Hold or be willing to obtain on appointment:

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

Desirable

- Food Handling Certificate
- Experience in customer service
- Experience in children's programming

Organisational Relationship/Context

Reports to

Programs & Competitions Team Leader

Major contacts

Internal Liaisons

- Leadership team
- Internal staff team

External Liaisons

- Members and Patrons
- User Groups and Clients

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.



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PHYSICAL REQUIREMENTS OF POSITION

POSITION TITLE	Inflatable World Officer	DEPARTMENT	Stadiums
REPORTS TO	Programs & Competitions Team Leader	DATE REVIEWED	02/09/2024

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



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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.