

**REGISTER OF
ENTERPRISE AGREEMENTS**

ENTERPRISE AGREEMENT NO: EA16/4

TITLE: Lismore City Council Goonellabah Sports and Aquatic Centre and Lismore Memorial Baths Enterprise Agreement 2015

I.R.C. NO: 15/1001

DATE APPROVED/COMMENCED: 11 December 2015/ 10 December 2015

TERM: 36 months

NEW AGREEMENT OR VARIATION: New

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COVERAGE/DESCRIPTION OF EMPLOYEES:

This agreement applies to all employees of Goonellabah Sports and Aquatic Centre and Lismore Memorial Baths.

PARTIES: Lismore City Council -&- New South Wales Local Government, Clerical, Administrative, Energy, Airlines & Utilities Union

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10/12/15



Lismore City Council

**Goonellabah Sports and
Aquatic Centre
and**

Lismore Memorial Baths

Enterprise Agreement 2015

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1. Title

- 1.1 This Agreement shall be known as the *Lismore City Council Goonellabah Sports and Aquatic Centre and Lismore Memorial Baths Enterprise Agreement 2015* ("**Agreement**").

2. Definitions

- 2.1 In this Agreement, unless the contrary intention appears:

Act means the *Industrial Relations Act 1996 (NSW)*.

Agreement means the *Lismore City Council Goonellabah Sports and Aquatic Centre and Lismore Memorial Baths Enterprise Agreement 2015*.

Award means the *Local Government (State) Award 2014* and any variation thereof and/or any successor awards.

Council means Lismore City Council.

GSAC means Goonellabah Sports and Aquatic Centre

LMB means Lismore Memorial Baths

Ordinary Pay means remuneration for the employee's normal weekly number of hours of work calculated at the ordinary time rate of pay. Ordinary pay shall include, but not be limited to the following penalties and allowances where they are regularly received:

- Saturday, Sunday and shift penalties
- hours of work flexibility agreements allowances
- on call allowance

provided that subject to the exclusions below and the exclusions at clauses 10(ii) and 21D(ix) of the Award which relate to the receipt of a varying rate of pay for 6 months or more in the aggregate in the 12 month period preceding a period of annual leave, an employee's ordinary pay during periods of paid leave under this Agreement shall not be more or less than what the employee would have received had the employee not been on paid leave.

The following allowances shall be excluded from the composition of ordinary pay:

- overtime payments
- travelling allowances
- vehicle allowances
- meal allowances
- adverse working conditions allowance

Superannuation contributions means all contributions to a complying superannuation fund, and includes (without limitation) any superannuation contributions required to be made under the *Superannuation Guarantee (Administration) Act 1992 (Cth)*, and any additional superannuation contributions made by way of salary sacrifice.

Union means the New South Wales Local Government, Clerical Administrative, Energy, Airlines & Utilities Union (USU);

3. Parties to the Agreement

3.1 The parties to this Agreement are:

- (a) Lismore City Council and
- (b) New South Wales Local Government, Clerical, Administration, Energy and Utilities Union (USU).

4. Coverage

4.1 The Agreement shall apply to all employees of GSAC and LMB.


4.2 Notwithstanding the coverage referred to in clause 4.1, the individual employed in the position of Manager of GSAC and LMB as at 1 June 2015 will be treated as a person in a grandfathered position and as a present occupant only and will be employed pursuant to the terms and conditions of the Award including any award based rates of pay increases .

5. Relationship with the Award

5.1 This Agreement is to be read and applied in conjunction with the Award.

5.2 Where there is any inconsistency between this Agreement and the Award, the Agreement shall prevail.

6. Terms of the Agreement

6.1 This Agreement will operate from the first full pay period on or after *10 Jul 2015* and will remain in force for a period of three (3) years. 

6.2 The terms and conditions of this Agreement will continue to apply until a new agreement is made in accordance with the Act.

6.3 The Agreement will be binding on all employees of GSAC and LMB.

6.4 The Parties agree that any new employee at GSAC and LMB who is engaged by Council during the term of the Agreement will be covered by this Agreement and shall as from the date of being covered by this Agreement, be entitled to all benefits and be bound by all obligations under this Agreement.

6.5 The parties agree to commence negotiations on a new agreement no later than six (6) months prior to the termination of this agreement.

7. Duress

This Agreement has not been entered into by any duress by any party to it.

8. Statement of Intent

The parties to the Agreement are committed to co-operating positively to increase the productivity and structural efficiency of GSAC and LMB and to provide employees with

access to more fulfilling, varied and better-paid work by, depending on resource, operational and financial constraints, providing measures to for instance:

- improve skill levels and establish skill and performance related career paths;
- eliminate impediments to multi-skilling;
- broaden the range of tasks which a worker may be required to perform;
- achieve greater flexibility in workplace practices;
- eliminate discrimination;
- establish rates of pay and conditions that are fair and equitable;
- work reasonable hours;
- promote job security;
- ensure and facilitate flexibility for work and family responsibilities;
- ensure the delivery of quality services to the community and continuous improvement;
- encourage innovation;
- promote cooperative and open change management processes; and
- promote and support Council's Reconciliation Action Plan (RAP).

9. Skill Descriptors

The provisions of the Award shall apply.

10. Rates of Pay

The rates of pay are established for positions with the skills descriptors as defined in Clause 9 Skill Descriptors of this Agreement and the rates of pay and Category descriptions as defined in Table 1 Salary System.

11. Salary System

- 11.1 A salary system determines how employees are paid. An employee shall be paid the salary system rate of pay as described in Table 1 Salary System. The salary system rate of pay recognises the skills and/or performance the employee may be required to apply on the job.
- 11.2 Progression through the salary system shall be based on the progression criteria described in Table 1 Salary System.
- 11.3 At the time of assessment, the employer shall advise the employee of the skills and/or the performance objectives required for the employee to progress to the next salary point/step and shall review the employee's training needs.
- 11.4 An employee may appeal against their salary system assessment by notifying their next level up supervisor/manager who will review the assessment. The following process is used for such appeals:
 - a) Employee submits reasons for appeal in writing detailing what specifically they are appealing against and on what basis they are appealing

- b) The next level up supervisor reviews the appeal and provides verbal feedback on their decision to the appellant at a meeting.
 - c) The appellant may request a written response to their appeal
 - d) If the appeal is not resolved via this process the grievance procedures shall apply
- 11.5 Employees shall have access to information regarding the grade, salary range and progression steps of the position.

12. Use of Skills

- 12.1 The Council may direct the employee to carry out such duties that are within the limits of the employee's skill, competence and training.
- 12.2 An employee shall be paid the salary system rate of pay that recognises the skills the employee is required to apply on the job.
- 12.3 The skills paid for shall not be limited to those prescribed by the job description and may, where appropriate, include skills possessed by the individual which are required by Council to be used as an adjunct to the employee's normal duties.

13. Performance Evaluation and Reward

The provision of the Award shall apply

14. Payment for Relief Duties/Work

The provision of the Award shall apply.

15. Payment of Employees

The provision of the Award shall apply.

16. Annualised Salaries

The provision of the Award shall apply.

17. Salary Sacrifice

The provision of the Award shall apply.

18. Superannuation Fund Contributions

The provision of the Award shall apply.

19. Allowances, Additional Payments and Expenses

19.1 The following provisions apply. All other Award provisions under this Clause do not apply.

19.1.1 Level 1 Adverse Working Condition Allowance

The Award provisions for this allowance apply except that:

- - the allowance is payable for the time actually worked in moderately obnoxious, offensive or dirty working conditions for example cleaning up human waste, toilets, nappies.
- The allowance will be paid in minimum hourly lots.
- Those employees who are identified as performing moderately obnoxious work on a continual basis will be paid the allowance weekly

19.2 Travelling Allowance

- (a) This subclause shall apply to employees who are required to start and/or finish work at a location away from their normal place of work, and travel to and/or from such location in their own time.
- (b) For the purposes of this subclause "normal place of work" shall mean both GSAC and LMB.
- (c) All employees will be assigned to two normal place of work which are GSAC and LMB.
- (d) The travel allowance is payable as per the Award for travel to locations other than the two normal places of work. The allowance will be paid where an employee is required to use their own vehicle to travel between the two sites after attending for work at one site (the first site) and then being required to work at the other site without notice. In these circumstances the allowance will only be paid if the total distance travelled is greater than the return distance that would have been travelled by the employee between their place of residence and the first site.
- (e) The vehicle allowance provisions of the Award apply.

19.2 Meal Allowance

A meal allowance as set out in the Award shall be paid to employees instructed to work overtime:

- (a) for two hours or more prior to their agreed commencing time, or
- (b) for two hours immediately after their agreed finishing time and after subsequent periods of four hours, or
- (c) after each four hours on days other than ordinary working days provided that a meal allowance is not payable where, by agreement, a meal is provided by the employer.

20. Motor Vehicle Leaseback

The provisions of the Award shall apply

21. Hours of Work

21.1 Ordinary Hours

- a) Except as otherwise provided, the full time ordinary hours of work are an average of thirty eight (38) hours per week (not including unpaid meal breaks) over a period of twenty eight (28) days worked.
- b) Except as otherwise provided, the ordinary hours for all employees shall be between Monday and Sunday
- c) An unpaid meal break of a minimum of thirty (30) minutes shall be given and taken within the first five (5) hours of continuous work. Thereafter, a paid meal break not exceeding twenty (20) minutes shall be given and taken after a further five (5) hours continuous work. In the case of unforeseen circumstances, the meal break may be delayed and shall be taken as soon as practicable, subject to the observance of appropriate work health safety standards.
- d) Ordinary hours of work shall not exceed twelve (12) hours in any one-day exclusive of unpaid meal breaks.

21.2 Rosters

- a) Where practicable the employer will prepare rosters for full-time and part-time employees showing normal starting and finishing times and the surnames and initials of each employee. The rosters will be provided to employees via appropriate means (e.g noticeboard, email etc).
- b) A roster can be altered by mutual consent at any time and may be altered by the employer on seven days' notice. Where practicable, two weeks' notice of rostered day or days off should be given provided that days off may be changed by mutual consent or through illness or other cause over which the employer has no control.
- c) The minimum shift for a part-time or full-time employee shall be two (2) hours.

21.3 Saturday and Sunday work

Employees required to work their ordinary hours on a Saturday or Sunday shall be paid for all time so worked at the following rates:

Saturday work	25% in addition to the ordinary hourly rate of pay
Sunday work	50% in addition to the ordinary hourly rate of pay

The penalties prescribed in this clause shall be in substitution for and not cumulative upon the shift work penalty prescribed in the Shift Work provision of this Agreement (clause 21.4).

For the purpose of this clause, the rates prescribed shall apply in respect of ordinary hours of work only and shall apply to all employees including casual employees.

21.4 Shift work

A shift penalty of twenty (20) per cent shall be paid in addition to the ordinary rate of pay for all ordinary hours worked outside the spread of hours of 5:00 am to 11:00 pm, Monday to Friday.

22. Overtime

The provisions of the Award shall apply except that:

The call back provision relating to a minimum four hour call back (found at clause 19D (ii) of the Award) is amended with the addition of the following condition:

"Part time employees who are called back to work are not entitled to the minimum four hours and are not entitled to overtime rates of pay unless the total hours worked is in excess of thirty eight (38) hours in one week."

23. Holidays

The provisions of the Award shall apply

24. Leave Provisions

The provisions of the Award shall apply. In addition to the Award provisions, existing Labour Hire employees will have their length of service with GSAC and LMB recognised for the purposes of entitlement to take and accrue Long Service Leave and Concurrent Parental leave. Actual accrual of all leave will only begin on the commencement of employment with the employer.

25. Flexibility for Work and Family Responsibilities

The provisions of the Award shall apply.

26. Phased Retirement

The provisions of the Award shall apply.

27. Health and Wellbeing

The provisions of the Award apply in conjunction with Council's guidelines/policy.

28. Part-Time Employment

The provisions of the Award shall apply.

29. Casual Employment

- 29.1 A casual employee shall mean an employee engaged on a day to day basis.
- (a) A casual employee shall receive the hourly rate of pay as set out in Table 1 Salary System
 - (b) In addition to the amounts prescribed by subclause (a) of this clause, a twenty five (25) percent loading, calculated on the ordinary hourly rate, shall be paid. This loading shall not attract any penalty. This loading shall be paid in lieu of all leave (including but not limited to annual leave, long service leave and sick leave) and severance pay, except for paid parental leave prescribed by this Agreement. Casual loading is not payable on overtime.
 - (c) A casual employee will not be offered to work overtime in a position held by a permanent employee of Council, if such employee is available and willing to work that overtime.
 - (d) Overtime shall be paid to a casual employee for the hours worked in excess of those prescribed in clause 21 Ordinary Hours (of this Agreement).
 - (e) Clause 26 (vii) of the Award which relates to the entitlements of Casual Employment applies.

30. Job Share Employment

The provisions of the Award shall apply.

31. Labour Hire

The provisions of the Award shall apply.

32. Multiple Employment

The provisions of the Award shall apply.

33. Junior and Trainee Employment

The provisions of the Award shall apply.

34. Training and Development

- 34.1 The parties recognise that in order to achieve efficiency and productivity for GSAC and LMB an investment and commitment to structured learning and development is required. Council will provide training and/or professional development relevant to an Employee's role and to ensure operational effectiveness and efficiency. Maintenance of qualifications and certificates that are requirements of a position will be paid for by Council.

35. Consultative Committees (Employee Representative Committee)

- 35.1 The parties to this Agreement are committed to consultative and participative processes. There shall be a site specific employee representative committee which shall:
- (a) provide a forum for consultation between the employer and its employees that encourages a free and open exchange of views; positively co-operate in workplace reform to enhance the efficiency and productivity of the employer
 - (b) The Employee Representative Committee shall be representative of the GSAC and LMB workforce and contain up to 5 representatives.
 - (c) The Employee Representative Committee may include representatives of the unions who have members employed at LMB and GSAC.
 - (d) Officers of the union(s) and a member of Lismore City Council's Consultative Committee may attend and provide input to meetings of the Employee Representative Committee, at the invitation of the committee or their respective members.
 - (e) The functions that the Employee Representative Committee will be consulted on
 - i. Agreement implementation
 - ii. Training
 - iii. Consultation with regard to structure of GSAC and LMB
 - iv. Job redesign
 - v. Salary systems
 - vi. Communication and education mechanisms
 - vii. Policies and procedures
 - viii. Changes to variable working hours arrangements for new or vacant positions
 - (f) The Employee Representative Committee shall not consider matters which are being or should be processed in accordance with the Agreement's clause 38, Grievance and Disputes Procedures.
 - (g) The Employee Representative Committee will make recommendations based upon consensus. Where there is no consensus on a particular item, the recommendation to the employer should note the dissenting views.
 - (h) The Employee Representative Committee shall meet as required.
 - (i) The Employee Representative Committee shall establish a constitution with election protocols within six (6) months of the commencement of this agreement.

36. Appointment and Promotion

The provisions of the Award shall apply.

37. Term Contracts

The provisions of the Award shall apply.

38. Grievance and Dispute Procedures

The provisions of the Award shall apply and are reproduced below.

- (i) At any stage of the procedure, the employee(s) may be represented by their union or its local representative/delegate and the employer represented by the Local Government and Shires Association of New South Wales.
- (ii) The union delegate shall have reasonable time, without loss of pay, to discuss a grievance or dispute with management at the local level where prior approval is sought. Such approval shall not be unreasonably withheld.
- (iii) A grievance or dispute shall be dealt with as follows:
 - (a) The employee(s) shall notify the supervisor, or other authorised officers of any grievance or dispute and the remedy sought, in writing.
 - (b) A meeting shall be held between the employee(s) and the supervisor to discuss the grievance or dispute and the remedy sought within two working days of notification.
 - (c) If the matter remains unresolved, the employee(s) may request the matter be referred to the head of the department or other authorised officer for discussion. A further meeting between all parties shall be held as soon as practicable.
 - (d) If the matter remains unresolved the general manager shall provide the employee(s) with a written response. The response shall include the reasons for not implementing any proposed remedy.
 - (e) Where the matter remains unresolved, it may be referred to the employee's union or representative and by the general manager or other authorised officer to the Local Government and Shires Association of New South Wales for further discussion between the parties.
- (iv) The Industrial Registrar may be advised of the existence of a dispute at any stage of this procedure.
- (v) During this procedure and while the matter is in the course of negotiation, conciliation and/or arbitration, the work practices existing prior to the dispute shall as far as practicable proceed as normal.

39. Disciplinary Procedures

The provisions of the Award shall apply.

40. Work Health and Safety

The provisions of the Award shall apply.

41. Termination of Employment

The provisions of the Award shall apply

42. Workplace Change and Redundancy

The provisions of the Award shall apply

43. Council Agreements

The provisions of the Award do not apply

44. Savings and Transitional

No employee shall receive a reduction in their hourly rate of pay (excluding any casual loading) as a result of the implementation of this Agreement.

45. Leave Reserved

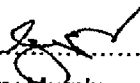
The Award provisions do not apply except for sub clauses vii (parental leave) and ix (Annual Leave)

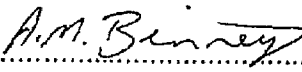
46. Area, Incidence and Duration

The Award provisions do not apply except that the Award negotiated percentage increases and applicable dates will apply to the Table 1 Salary System and all applicable allowances. If relevant to this agreement and to the business needs of the operation any new clauses negotiated as part of Award will be considered for inclusion in this agreement.


47. Signatories to the Agreement

For and on behalf of Lismore City Council


.....
Mr Gary Murphy
General Manager
Date... 27/11/15


.....
Witness Amanda Binney
Date... 27-11-15

For and on behalf of the New South Wales Local Government, Clerical, Administrative, Energy, Airline and Utilities Union, Australia


.....
Graeme Kelly
General Secretary
Date... 2ND DECEMBER 2015



.....
Witness
Date... 2/12/2015

TABLE 1 SALARY SYSTEM

Position-Based Salary Structure for Goonellabah Sports and Aquatic Centre and Lismore Memorial Baths - ED15/29231						
Position Title	Band/ Level	Entry Rate of Pay	Step 1 Skill Entry+ 2%	Step 2 Skill / Perf Entry+ 4%	Step 3 Perf Entry+ 6%	Annual Bonus up to Entry+ 2%
<ul style="list-style-type: none"> • Crèche staff • Café / kiosk staff • Cleaner / maintenance staff 	1 / 2	20.27	20.68	21.08	21.49	P
<ul style="list-style-type: none"> • Lifeguard • Patron liaison staff • Sports Programs Convenor • Gym floor staff 	1 / 3	21.74	22.18	22.61	23.04	P
<ul style="list-style-type: none"> • Café Senior staff • Learn to Swim Instructor • Gym Member Services Coordinator 	1 / 3	21.74	22.18	22.61	23.04	P
<ul style="list-style-type: none"> • Development Swimming Coach 	1 / 4	24.08	24.56	25.04	25.53	P
<ul style="list-style-type: none"> • Swim School Deck Supervisor • Group Fitness Coordinator • Duty Manager 	1 / 4	24.08	24.56	25.04	25.53	P
<ul style="list-style-type: none"> • Maintenance / Cleaning Coordinator • Swim School Coordinator • LMB Aquatics Coordinator • Gym Team Leader • Head Swimming Coach 	1 / 4	24.56	25.05	25.55	26.04	P
<ul style="list-style-type: none"> • Operations Team Leader 	2 / 2	27.31	27.85	28.40	28.99	P
<ul style="list-style-type: none"> • Manager of GSAC and LMB 	3 / 3	38.06	38.82	39.58	40.35	P

P = Annual Performance Bonus – this is an annual bonus paid as a lump sum. It is assessed annually and is only available after reaching Step 3. It is available based on exceptional performance and is 'At Risk' annually depending on individual and operation performance.

Notes on Positions in Salary Structure and Progression Criteria:

Each position has been assessed according to the duties undertaken, together with key areas of impact/responsibility identified below, and in conjunction with a broad-based application of the NSWLG Award Band and Level classification system.

- Impact on the business
- Impact on revenue generation or expenditure – class attendances, revenue growth
- Responsibility – supervision, tasks undertaken
- Accountability – decision making

Positions that have more responsibility, accountability and impact on the business receive higher entry levels of pay and include opportunities to advance depending on demonstration of skill and standard of performance.

Skills/Performance Criteria		
Position	Skills (also see #)	Performance - Impact on business
• Crèche staff:	Supervise children; mobility to lift and support small children; cleaning.	Customer satisfaction with crèche; Cleanliness; Engagement and rapport with children and parents
• Café/kiosk staff:	Barista (coffee making); food preparation, cash handling; cleaning	Engagement/rapport with patrons; Customer satisfaction with café; Food safety; Cleanliness
• Cleaner/maintenance staff:	Maintain high standard of cleanliness; handle cleaning equipment; maintain equipment	Customer satisfaction with cleaning and maintenance Completion of work on time and to required standard
• Lifeguard:	supervise pool patrons; cleaning; handle equipment; regulate pool space; assist clients; conduct rescues/first aid/provide assistance	Engagement/rapport with patrons; Customer satisfaction with pool safety, organisation and cleanliness; Accurate record keeping of all compliance requirements; resolving issues; effective communication
• Patron Liaison staff:	Links software bookings; cash/card handling; cleaning;	Engagement/rapport with patrons; Customer satisfaction with experience Completion of tasks on time and to the required standard; resolving issues; effective communication
• Sports Programs Convenor:	Cleaning; liaison – customer	Engagement/rapport with patrons; Customer; satisfaction with program. Program numbers; Accurate completion of all compliance requirements; resolving issues; effective communication

• Gym floor staff:	Supervise programs; Links software/bookings; cleaning; monitor equipment	Engagement/rapport with patrons; referrals to GF classes; membership numbers; class numbers; customer satisfaction; gym revenue; resolving issues; effective communication
• Café Senior Staff:	barista (coffee making); prepare and cook food, cash handling; cleaning; order /purchase products; cost/benefit analysis	Café revenue; customer satisfaction; menu selection; Café Revenue; compliance; food safety; resolving issues; effective communication
• Learn to Swim Instructor:	technical swimming skills.	Student bookings Student retention Student progression engagement/ rapport with clients; customer satisfaction; LTS revenue
• Development Swimming Coach:	Supervise programs; Links software/bookings; cleaning; monitor equipment;	Engagement/rapport with patrons; referrals to GF classes; customer satisfaction; gym revenue Member attendance, retention rates, contract renewals; resolving issues; effective communication; Effective long and short term planning of business are and execution of plans
• Gym Member Services Coordinator:	Supervise programs; Links software /bookings; cleaning; monitor equipment	Engagement/rapport with patrons; referrals to GF classes; customer satisfaction; gym revenue; member attendance; retention rates; contract renewals; resolving issues; effective communication; effective long and short term planning of business and execution of plans
• Swim School Deck Supervisor:	high level technical swimming skills; stroke assessment and analysis; staff supervision; conflict resolution	Engagement/rapport with patrons; number of LTS classes; capacity in classes (100%); customer satisfaction; LTS revenue; staff training; resolving issues; effective communication, effective planning; WHS
• Group Fitness Coordinator:	Links software/bookings; cleaning; monitor equipment; supervise and assess instructors; manage GF timetable	Engagement/rapport with patrons; referrals to GF classes; membership numbers; capacity in classes (Target 100%); Les Mills classes out performing all others; customer satisfaction; gym revenue; quality of instructors; resolving issues; effective communication; WHS & regularity compliance; Effective long and short term planning of business are and execution of plans

<ul style="list-style-type: none"> • Duty Manager: 	<p>staff supervision; cash/card handling, reconciliation; cleaning; Links software; conflict resolution; emergency support; produce documents</p>	<p>Efficient and safe operation of the centre while on duty. WHS and regulatory compliance; role specific (1) Marketing and Events (2) Sports Programs and Aquatics (3) Customer Service, Business administration and retail; resolving issues; effective communication; Effective long and short term planning of business area and execution of plans; Value-add/upselling; marketing/promoting programs/activities; effectiveness of promotions; shop retail revenue; facility space bookings; Cash handling, banking and reconciliation</p>
<ul style="list-style-type: none"> • Head Swimming Coach 	<p>high level technical swimming skills; stroke assessment and analysis; develop coaching program; supervise coaching staff</p>	<p>Mentor and develop coaching staff; skill development/ advancement; capacity in squads (target 100% full); squad numbers/retention; engagement/rapport with clients; client satisfaction; squad revenue; competition results; resolving issues; effective communication; Effective long and short term planning of business area and execution of plans; WHS and regulatory compliance</p>
<ul style="list-style-type: none"> • Maintenance / Cleaning: 	<p>supervise staff; maintain high standard of cleanliness across facilities; plant and equipment maintained to high standard; assess chemical use</p>	<p>Savings on chemical and electricity use; customer satisfaction with cleanliness, water quality, maintenance; effective communication; staff training; WHS and regulatory compliance; target zero loss of operational time; maintenance conducted schedules and budget; Effective long and short term planning of business area and execution of plans</p>
<ul style="list-style-type: none"> • Swim School Coordinator 	<p>high level technical swimming skills; stroke assessment and analysis; staff recruitment, coaching and supervision; conflict resolution; LTS program development</p>	<p>Engagement/rapport with patrons; number of LTS classes; capacity in classes (target 100%); customer satisfaction; LTS revenue; effectiveness of promotion; Staff Training; resolving issues; effective communication; Effective long and short term planning of business area and execution of plans; WHS and regulatory compliance</p>
<ul style="list-style-type: none"> • LMB Aquatics Coordinator 	<p>; staff supervision; cash/card handling, reconciliation; cleaning; Links software; conflict resolution; emergency support; produce documents.</p>	<p>Efficient and Safe operation of LMB; Supervision of all LMB staffing and activities; LMB swim member numbers; customer satisfaction; number of LTS classes; capacity in classes (target 100%); LTS revenue; effectiveness of promotion strategies; resolving issues; effective communication; staff training; WHS and regulatory compliance Effective long and short term planning of business are and execution of plans; Cash handling, banking and reconciliation</p>

• Gym Team Leader	Links software/bookings; cleaning; work as part of team; monitor equipment; write correspondence and promotional material.	Gym member numbers; gym budget: revenue & expenditure; number and capacity of classes; customer satisfaction; % age retention; effective-ness of promotion strategies; no of new members; Engagement/rapport with patrons; effective communication; staff training; WHS and regulatory compliance; Effective long and short term planning of business are and execution of plans
• Operations Team Leader	Links software training; cleaning; develop rosters, resolve rostering issues; staff supervision, recruitment, inductions, training; prepare and update procedures and manuals	Effective resource sharing across 2 facilities; speedy resolution of issues/conflict; staff satisfaction; quality of manuals and procedures; Engagement /rapport with patrons; rostering on time and on budget; meeting compliance requirements; customer satisfaction; effective communication; staff training; WHS and regulatory compliance; Effective planning of business operations and execution of plans; Cash handling, banking and reconciliation; Operation and maintenance of the LMS database.
• Manager of GSAC and LMB		Market Pay Rate applies.

#Generic Core Skills required for all Positions:

- Verbal/interpersonal communication skills;
- Work as part of team;
- Maintain high standard of cleanliness
- Access Learning Opportunities (Identifies relevant learning goals and in consultation with supervisor, selects the most appropriate way of achieving these goals and facilitating workplace learning.)
- Follow Defined WH&S Policies and Procedures (Follows Council procedures for hazard identification and risk control, and raises WH&S issues which need to be addressed.)
- Provide Service to Customers in a Local Government Environment (Identifies customer needs and expectations, and using appropriate communication skills, responds accordingly to solve problems promoting a helpful and positive image of Council staff.)
- Work Effectively in Local Government (Work reflects knowledge and understanding of the Local Government work environment, with due regard for quality, performance standards, public safety and environmental procedures.)
- Work with Others in Local Government (Work reflects a spirit of cooperation with others, providing assistance to co-workers and contributing to a positive work environment)

Any Salary Progression requires:

- Satisfactory alignment with Lismore City Council's Values
- Satisfactory achievement of the Generic and Core Skills.
- No formal disciplinary action for a period of at least one year.