

Gymnastics Administration Officer - Position Description

Department / Industry	Recreation
Agreement / Award	Fitness Industry Award 2020
Classification / Grade	Level 3

About YMCA South Australia

“We work together from a base of Christian values to provide opportunities for all people to grow in body mind and spirit” (our mission).

YMCA South Australia is a not-for-profit community organisation that has served the South Australian community for more than 170 years. With approximately 1,000 employees (and growing), we deliver programs and services across the state in settings including community recreation centres, swimming pools, health and fitness facilities, community centres, camps, early education and schools and youth services.

Our aim is to develop the whole person, helping all South Australians connect with a better life. Not only their physical fitness and capabilities, but also their sense of identity, purpose, hope and dignity; psychological health; resilience; social connectedness; lifelong learning; and their own contribution back into the community. All the elements that together constitute a full, healthy, productive and satisfying life.

Our vision is to see ***“lives enriched through wellbeing”*** in this wider, and more integrated, sense across all of the South Australian communities in which we work.

The Y Factor

YMCA South Australia’s culture is characterised by what we call “the Y Factor” – ***“genuine care for the whole person, for every person.”*** This ethos runs deep at the Y, being evident in our rich history of positive change around the world. This kind of authentic concern for others opens the opportunity for deeper and more profound impact – both on the community’s wellbeing and our own as staff and volunteers. The YMCA is an environment in which everyone is to be recognised and appreciated as the unique and inherently valuable person they are. A place in which every person can “grow in body, mind and spirit”.

For further information regarding YMCA South Australia, please visit www.sa.ymca.org.au

Position Summary and Requirements

“As a member of staff at YMCA South Australia, this position requires you to work as part of a team committed to goals and mission that actively fosters community participation and involvement.”

YMCA O’Sullivan Beach Gymnastics Centre offers recreational gymnastics classes for children and teens of all skill levels. The Gymnastics program caters for toddlers (Kindergym) right through to older adults (Fitter for Life). We provide an environment that is safe, fun and challenging for anyone at any stage.

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Our specialised gymnastic programs encourage children to develop confidence, coordination, creativity and discipline – all at their own pace. YMCA O'Sullivan Beach Gymnastics Centre is an affiliated Gymnastics South Australia Club with high standards of quality and safety, and a professional attitude. We focus on basic developmental stages (including balance, coordination, flexibility and strength) and preparing the body, mind and spirit for many challenges in life.

Key Accountabilities	Key Tasks
Administration	<ul style="list-style-type: none"> • Ensure sales and service given to our members and families is exceptional and “best practice” at all times • Knowledge of Perfect Gym Membership system • Immediately respond to customer needs or concerns to ensure the quality of service meets agreed standards • Management of membership administration and direct debit areas, including following up rejections, administering suspensions and Sports Vouchers. • Membership class transfers and upgrades. • Process Gymnastics SA registrations and upload to the portal for invoice generation • Process bookings of Birthday Parties and individual school / community group events • End of month reports – oversees all aspects of membership administration • Implement retention strategies in accordance with YMCA sales procedures • Oversee all clerical tasks related to maintaining the operation of Customer Service and merchandise
Reporting	<ul style="list-style-type: none"> • Provide a monthly KPI reports to the Manager – Recreation Development Manager
Professional Requirements	<ul style="list-style-type: none"> • Handle customer complaints and requests and respond as per the YMCA policy • Maintain a working knowledge and understanding of the centre's Emergency Action Plan • Implement procedures for area and staff communications • Perform other duties in support of management staff • Comply with the YMCA's procedures for safety, training, document control, corrective and preventative action and customer complaints • Perform other duties as legally and reasonably directed

Key Relationships	
Position reports to:	<ul style="list-style-type: none"> • Customer Care and Administration Director and • Program Director (SSP)
Direct reports:	<ul style="list-style-type: none"> • N/A
Key internal relationships:	<ul style="list-style-type: none"> • Recreation Development Manager • Head Coach (OSB) • YMCA South Australia staff
Key external relationships:	<ul style="list-style-type: none"> • Members and guests • Community groups • Local school groups and education institutions

Selection Criteria

Qualifications and Licences – Essential

- (HLTAID0011) Provide First Aid or equivalent
- (HLTAID009) Provide CPR or equivalent
- Certificate of completion for “Responding to Risks of Harm, Abuse and Neglect – Education and Care” (RRHAN-EC) training
- National police check (NPC) (must be within 6 months of issue date)
- Working with Children Check (prior to commencement)

Knowledge, Skills, Abilities and Experience – Essential

- Ability to work independently and as a team member
- Strong verbal and written communication skills
- Intermediate computer skills including experience in the Microsoft Office suite

Knowledge, Skills, Abilities and Experience – Essential

- Customer service experience
- Gymnastics administration experience

Personal Attributes

- Demonstrates a commitment to the YMCA’s mission, and is able to role-model the “Y Factor” to others
- Creates a fun and exciting work atmosphere that is hardworking and goal orientated
- Demonstrated ability to work effectively both independently and as part of a team
- Creates a welcoming atmosphere by engaging all people in a friendly and approachable manner
- Works as part of a team and shows professionalism
- Punctual in both attendance on shift and attendance at staff meetings
- Promptly responds to customers’ needs or concerns
- Recognises and acts on the need for support and will accept and delegate responsibility when required

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- Models, demonstrates, and teaches positive values like caring, honesty, respect and responsibility
- Maintains high standards of presentation and personal grooming.

Safeguarding Children and Young People

In order for young people to be inspired, they must Feel Safe and Be Safe. As part of our Safeguarding Strategy at the Y, we have developed our Safeguarding Framework which aspires to ensure that all Children and Young People are safe and feel safe at the Y, in their families and in their communities.

Our Safeguarding Framework aims to develop:

- A safe culture nationally which empowers Children and Young People by promoting Children and Young Person focused leadership and governance.
- Safe operations to ensure Y People have the right policies, processes and practices to keep Children and Young People safe; and
- Safe environments at the Y and in communities which empower Children and Young People to thrive.

All Y People are integral to ensuring the implementation of our Safeguarding Framework across the Y.

All Y People will do this by:

- Upholding the rights of and always acting in the best interest of Children and Young People.
- Fulfilling your responsibilities under safeguarding legislation within your State, including declaring anything you become aware of through the course of your engagement with the Y which a reasonable person would consider could impede your suitability to have contact with Children and Young People.
- Supporting your colleagues, supervisors and/or direct reports to understand their responsibilities under safeguarding legislation.
- Maintaining appropriate vetting checks including, but not limited to, Working with Children Checks (or equivalent), National Police Check and International Police Check (as required).
- Participate in all safeguarding of children and young people training for your role.
- Speaking up about any safeguarding risks and/or concerns to ensure that you are supporting the continuous improvement of our spaces and safeguarding practice.

Work Health and Safety

You will be required to:

- Familiarise yourself with all policies, procedures, and work practices of YMCA South Australia.
- Maintain currency of knowledge in relation to work health and safety.
- Maintain a working knowledge and understanding of your centre's Emergency Action Plan.
- Take responsibility for your own health and safety and the safety of the work environment.
- Ensure that your actions and omissions do not adversely affect the health and safety of other persons.
- Comply with all reasonable instructions in relation to work health and safety, including YMCA South Australia's policies and procedures as amended from time to time.
- Assist YMCA South Australia to provide an inclusive workplace by adhering to YMCA South Australia's Belonging and Inclusion Policy and applicable equal opportunity laws as amended from time to time.
- Inform your manager of any issues or concerns that may affect your ability to perform your role safely.

Approval of Position Description

Date created or revised:	May 2025
Approved by:	Haydn Bellamy Recreation Development Manager

Acknowledgement of Incumbent

I acknowledge that I have read and understood the requirements of this position.

Name:	
Signature:	
Date:	