



Leisure Centre Reception Childminder

The opportunity

Join our Leisure Centres team and help create a safe, welcoming and enjoyable experience for children, families and visitors every day. Based primarily at Lakeside Leisure Centre, you'll play an important dual role providing engaging childminding services while also supporting reception and customer service operations. You'll be part of a broader Leisure Centres team, working closely with customers, parents and carers, reception staff and program teams to deliver exceptional community experiences.

This role is ideal if you enjoy working with children, building positive relationships with families and creating a welcoming environment where people feel supported and valued. You'll have the opportunity to combine your childminding, customer service and administration skills while contributing to the day-to-day success of a busy community facility.

This is a **permanent part-time childminding position working 11.25 hours per week (Monday to Friday, 9:00am to 11:15am)** at Lakeside Leisure Centre, with potential job-share arrangements considered. Additional casual opportunities may also be available across Council's Leisure Centres for suitable, interested candidates.

Salary from **\$39.61 up to \$46.24 per hour**, plus superannuation. Salary will be assessed based on skills, experience and qualifications.

Under Part 2, Section 6 of the Child Protection (Working With Children) Act 2012, this position has been designated as requiring a paid Working With Children Check. You will also need to be physically capable of undertaking the requirements of the role.

Interested?

Click on 'Apply' to complete your online application.

You will be prompted through the application to answer the selection criteria as outlined overleaf.

Contact Kris Jurmann, Administration Supervisor Leisure Centres, on (02) 4227 7758 for questions related to the job.

For questions related to submitting your application online, our recruitment process or you require adjustments in the recruitment process, please contact the Talent Acquisition Team on (02) 4227 7065.

Applications close 11:59pm, Sunday 20 September 2026.

What you will be doing

- Providing a safe, welcoming and engaging childminding environment for children from infancy through to four years of age +
- Supervising children and facilitating age-appropriate activities, play experiences and interactions.
- Ensuring child safety, wellbeing and compliance with Child Safe Standards and Council procedures.
- Delivering exceptional customer service to members, visitors, parents and carers.
- Responding to customer enquiries regarding memberships, programs, swim school, group fitness and other leisure centre services.
- Supporting reception operations including bookings, administration, customer management systems and point-of-sale transactions.
- Maintaining presentation standards across reception and childminding areas.
- Contributing to a positive team culture while confidently managing responsibilities independently when required.
- Supporting the delivery of a positive customer experience that encourages community participation in leisure, fitness and recreation programs.

About you

You are someone who genuinely enjoys working with children and creating positive experiences for families. You bring warmth, patience and professionalism, and you're comfortable engaging with a wide range of people throughout your day.

You are confident working independently, able to remain organised in a busy environment and comfortable balancing competing priorities while maintaining excellent customer service standards.

You bring:

- Experience working with children through childminding, recreation, education, sport or community programs.
- Experience delivering customer service in a customer-facing environment.
- Strong communication and interpersonal skills, including the ability to confidently manage customer enquiries and challenging situations professionally.
- Sound administration and computer skills, with confidence learning and using customer management systems.
- An understanding of child safety, wellbeing and workplace safety responsibilities.
- The ability to work with minimal supervision and take initiative when required.
- A commitment to Council's values of **Respect, Integrity, OneTeam, Sustainability and Courage**.

The following are essential for commencement:

- Current HLTAID009 Provide Cardiopulmonary Resuscitation qualification.
- Current First Aid Certificate.
- Current NSW Working With Children Check Clearance.
- Completion of School Certificate or equivalent.

Though not required, a Diploma in Early Childhood Education and Care, AUSactive registration, or experience within leisure and recreation facilities will be highly regarded.



2025 Winner
AHRI Awards:
Best Employee
Experience
Strategy



2025 Highly Commended
NSW Local Government
Excellence Awards:
Organisational Diversity
& Inclusion



Veterans
Employment
Program



Committed
to Core
Inclusion



Selection Criteria

Wollongong City Council uses a merit-based recruitment process.

To support the panel in assessing your suitability, please respond to the criterion in detail. Your responses should clearly demonstrate how you meet each requirement, using specific examples that highlight your relevant skills, experience, knowledge, and attributes.

Please ensure your answers are authentic and reflect your own experiences. Responses generated by AI or copied from generic sources are discouraged, as they do not provide the depth or relevance needed for effective assessment.

We also encourage you to reflect on how your approach and values align with Wollongong City Council's core values: Respect, Integrity, One Team, Sustainability, and Courage.

The more detail you provide, the better equipped the panel will be to understand your capabilities and alignment with the role and our organisation

1. What is the highest level of education or qualification you have completed? Please include any current study.
2. Are you able to work the permanent part-time roster of Monday to Friday, 9:00am to 11:15am?
If no, outline your availability.
3. Tell us about your experience working with children. How have you supported their safety, wellbeing and inclusion?
4. Provide an example of a time you worked independently while managing competing priorities. How did you stay organised and effective under pressure?
5. Would you like to be considered for future casual opportunities in Leisure Centre Reception and Childminding, including occasional weekend work?
6. Are you willing to work across Council's leisure centres if required?



Why you'll love working here

We're values based, and purpose-led

We care about our community and aim to create an extraordinary Wollongong. This is achieved by working toward the goals in the Our Wollongong Our Future Community Strategic Plan 2035. Our work is guided by our values of Courage, Integrity, Respect, Sustainable and One Team.

Make a difference in your community

You'll be part of a team that makes a positive impact through the services they provide, the infrastructure they build and the community they create.

Be your authentic self

Our strength is the diversity of our people. Council is an inclusive workplace where everyone is welcome, valued and belongs.

Grow capability and opportunity

We'll invest in you to develop the next generation of leaders who'll deliver services, projects and infrastructure that can only be found in large complex organisations.

Create local and industry connections

As part of a large and complex Council in a major city, you'll establish networks with a range of Local Government Industry peers, bodies, associations and organisations.

Career growth and recognition

Reward and recognition, corporate learning opportunities, study assistance, and leadership development programs to help you grow and succeed.

True work-life balance

We know you work hard, and we make sure that effort is rewarded with real flexibility. Our hybrid work options, flex-time, and rostered days off mean you can maintain balance with family and enjoying our coastal lifestyle, while delivering great outcomes for community.

Generous leave provisions

Five weeks of annual leave per year (pro rata) and access to long service leave after just five years.

Health, safety, and wellbeing

We prioritise a safe workplace for everyone, every day, everywhere. Our wellbeing programs support mental, physical and social wellbeing of our people to be at their best and include an Employee Assistance Program, skin and hearing checks and discounted gym memberships.

A vibrant social culture

We have a thriving Social Club hosting a range of fun activities year-round from trivia to happy hour events, themed nights and more. There's a dedicated social space with table tennis, pool table and shared break out areas.



Next steps

How to apply

Click apply and submit your up-to-date resume and answer the selection criteria questions.

Your application will be assessed following the conclusion of the advertising period.

We will keep you informed during the recruitment process to:

- Advise you of your progress through each stage;
- Explain assessments that you need to complete;
- Notify you of the outcome of your application by email or phone, and
- Provide you with feedback on your request.

For assistance in submitting your application, please contact the Talent Acquisition Team on (02) 4227 7065.

More information

- We encourage applications from everyone regardless of gender, age, ethnicity, cultural background, faith, disability or gender identity. People with disability are encouraged to reach out so they can be supported to access adjustments in recruitment processes and in the workplace, to enable them to demonstrate their skills and capabilities to meet the requirements of the job.
- Wollongong Council adheres to the principles of a child safe organisation and is committed to the care and protection of all children and young people in the community.
- Suitable candidates may be placed on an eligibility list for future opportunities in the team, which may include full time, part time, temporary and or casual.
- Suitable candidates are subject to employment screening which includes reference checks, Identity and Medical History Checks, and may also include a Nationally Coordinated Criminal History Check and Working with Children Check. Employment is subject to clearance of all these checks.

