

Position Description



Position Title Classification Position Number Incumbent	Banyule Leisure Business Administration Support Officer Band 5 (fixed term 2 years) 9510 702 Vacant
Directorate Department Team	Community Wellbeing Healthy Active Communities Banyule Leisure
Date Prepared by	August 2026 Wes Hurrey

Banyule City Council Overview	Banyule City Council is an award-winning organisation that prides itself on a customer-focused culture of innovation, best practice and continuous improvement. We uphold an enviable reputation for customer service and work diligently to maintain high-quality services to provide the best possible opportunities and outcomes for the community we represent. Our community is made up of diverse, cultures, beliefs, abilities, bodies, sexualities, ages and genders. We are committed to access, equity, participation and rights for everyone: principles which empower, foster harmony and increase the well-being of an inclusive community
Department and Team Overview	The Healthy and Active Community directorate is responsible for the provision of high-quality leisure, recreation and sporting programs and services, including but not limited to: • Leisure Planning, • Leisure Facility Development, • Community Facility and Contract Management, • Leisure Programs and Activities, • All Abilities Program, • Management of Community Halls and Buses, and • Community Engagement.
Position Objectives	Provide support to the Banyule Leisure leadership team in business systems administration to ensure timely and efficient outcomes. Working across multiple areas including P&C, Customer Relationship Management, Funded memberships, Business Systems Reporting and Finance. The position enables and facilitates efficient service delivery to our community.

Our Values

All Banyule staff are to adopt the key values of Working Together Working Better and strive to meet these behaviours in carrying out their duties. Our core values are:



RESPECT is characterised by supporting each individual's dignity and worth.



INTEGRITY is the quality of staying true to our moral, ethical, and spiritual principles.



RESPONSIBILITY is acknowledging and accepting the choices we make, the actions we take, and the results they lead to.



INITIATIVE is characterised by having a proactive, resourceful and persistent approach to work.



INCLUSION is characterised by embracing and valuing the perspectives and contributions of all.

This role will be responsible for the following key areas:

Follow-up membership overdue amounts and manage member account queries in POS - Xplor

Supports membership account management by identifying overdue balances, contacting members regarding outstanding payments and assisting with account-related queries. Tasks include reviewing account reports, updating notes in Xplor, responding to member enquiries, escalating complex issues where needed and helping ensure member accounts remain accurate and financially up to date.

Funded memberships coordination, including insurance-funded, Workcover, TAC and NDIS memberships

Coordinates memberships that are paid through external funding bodies or third-party arrangements. Tasks include confirming eligibility and approval details, setting up or updating membership records, liaising with members, providers and internal teams, raising invoices for payment, tracking invoice status and following up outstanding information or payments as required.

Business reporting support, including LGPRF, CERM, CAMMS and other operational reporting

Assists the leadership team with collecting, checking and preparing information required for internal and external reporting. Tasks include collating data from relevant systems, checking figures for accuracy, preparing updates for reporting deadlines, maintaining supporting records and helping leaders complete reporting requirements for performance, compliance and service planning purposes.

People & Culture administration and management support for the leadership team

Provides day-to-day administrative support across key People & Culture processes, including Human Force updates, staff integration/onboarding requirements, employment anniversaries, increment tracking and qualification records. Tasks include maintaining accurate employee information, following up required

	documentation, monitoring due dates, supporting leaders with process requirements and ensuring records are current and compliant. Retail and Stock Control, including retail merchandise, staff uniform and kiosk stock. Supports the effective management of kiosk stock, merchandise and uniform ordering across Banyule Leisure by ensuring stock levels are monitored, ordering processes are completed, and records are kept accurate and up to date. Tasks include coordinating regular stocktakes, identifying low or excess stock, assisting with ordering and supplier follow-up, checking deliveries against invoices, supporting kiosk product presentation, maintaining merchandise records and reporting any discrepancies, wastage or stock control issues to the relevant leader. Takings and Banking. Supports the accurate management, reconciliation and processing of weekly takings across Banyule Leisure. Tasks include balancing cash and electronic payments, preparing banking, checking daily and weekly takings reports, investigating discrepancies, maintaining accurate financial records, following cash handling procedures and escalating any unresolved variances or concerns to the Guest Experience Coordinator. This role helps ensure takings are recorded, reconciled and banked in a timely, secure and compliant manner. Accounts payable support for the leadership team, including requisitions, purchase orders. Provides administrative support to ensure purchasing and payment processes are completed accurately and on time. Tasks include raising requisitions, assisting with purchase order creation, checking supplier and invoice details, tracking approval progress, following up outstanding approvals and supporting leaders to meet procurement and accounts payable requirements
Organisational Relationships	Position Reports to: TBD Internal Liaisons: Banyule Leisure Leadership team, staff, Banyule Council Staff External Liaisons: Stakeholders, Members, External Organisations.
Accountability and Extent of Authority	The position will focus on resource supervision, the freedom to act is governed by clear objective and/or budgets, frequent prior consultation with more senior staff and a regular reporting mechanism to ensure adherence to plans.
Judgment and Decision Making	- The ability to provide guidance and advice to internal and external stakeholders to the level of their training and expertise. - The incumbent is required to use judgment to make independent decisions to ensure the functions of their area are carried out in line with the Council's expectations. - The incumbent is required to solve problems, which may at times be of a complex nature, however, guidance and advice is usually available.
Specialist Knowledge and Skill	- The incumbent should have experience, skills and knowledge of the community sector. - The incumbent is required to use judgment to make independent decisions to ensure the functions of their area are carried out in line with the Council's expectations.

	The incumbent should have experience, utilizing systems and process platforms related to POS, CRM, HR and Finance.
Management Skills	Knowledge and skills to plan, show priorities and manage own and other staff time and workloads, for the successful completion of the aims of the position within set timelines.
Interpersonal Skills	- Excellent communication skills are needed to effectively lead staff and communicate with internal and external stakeholders. - High level written communication skills to ensure all administrative tasks related to their role are conducted efficiently and effectively.
Qualifications and Experience	At least 1 years experience in similar or related roles. Prior experience working within the community sector or aquatics and recreation industry in a system administration role will be highly considered. Essential: The incumbent must hold and keep currency in the following qualifications: - Level 2 First Aid Certificate - CPR Certificate
Key Selection Criteria	
- A commitment to Banyule Leisure's values and a keen interest in promoting health and wellness outcomes for our customers and the wider community. - Strong customer service focus and ability to multitask in a busy and dynamic environment, without compromising service to customers. - At least 1 years' experience in similar or related roles. - Prior experience working within the community sector or aquatics and recreation industry in a administration or similar role will be highly considered. - Knowledge of or capability to work with a number of independent and interfacing IT platforms to support Banyule leisure. Providing a range of outcomes including data analysis, system information integration and quality control.	
Environmental and Sustainability Requirements	- Adhere to Council's Environment Policy and Environment Strategy. - Adhere to Council's Sustainability Code of Practice and Environmental Purchasing Guidelines.
OH&S and Other Risk Requirements	- Ensure a safe and healthy environment by fulfilling the responsibilities and requirements of Council's health and safety system and health and wellbeing program. - Exercise reasonable care to prevent injury to oneself and others who may be affected by one's duties and actions. - Exercise due care for Council property for which this position is responsible or issued. - Ensure a child-safe environment and contribute to a culture of child safety by fulfilling the responsibilities and requirements of Council's Child Safe Policy and procedures. - Adhere to and attend Council's Mandatory training.
Continuous Improvement Requirements	- Adhere to Council's Continuous Improvement Framework. - Ensure that processes and systems are fit for purpose and continuously reviewed to ensure the delivery of the best possible service to the community whilst demonstrating value for money.