Position Description

Position Title: Sports Centre Coordinator	**Classification:** Bond Level 3
Faculty/School/Office: Campus Life	**Date Position Classified/Updated:** October 2026

Purpose of the Position:

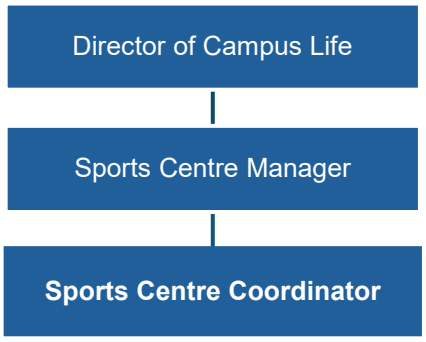
The Sports Centre Coordinator supports the effective day-to-day operation of Sports Centre facilities by coordinating customer service activities, providing guidance to reception staff and helping maintain a consistent, high-quality experience for patrons. Operating within a predominantly student-focused environment, the role contributes to student participation and engagement by supporting a welcoming, safe and well-presented facility.

The role provides senior operational support across membership services, facility and activity bookings, including consultations, group exercise and personal training, and assists in maintaining Sports Centre areas to established service standards. Working under the direction of the Sports Centre Manager, the position helps coordinate daily workflows, resolves routine operational matters and escalates more complex issues as required, contributing to a professional and positive service environment for students, staff, Tier One athletes and other user groups.

Hours of Work:
The normal hours of work will be between 7.00 am and 7.00 pm, Monday to Friday. The incumbent may be required to work outside these hours to meet operational needs.

Reporting Relationship:

This position reports directly to the Sports Centre Manager:



Selection Criteria:

- Certificate IV in Fitness (minimum) and Member of AUSactive.
- 3-5 years experience in the Fitness Industry.
- Previous experience in staff supervision, leadership, organisational and time management skills.
- The ability to enhance staff performance and meet deadlines in coordinating the various facilities and services.
- Experience in a client-focused environment.

- Excellent interpersonal and communication skills to deliver clear and accurate information to a diverse range of stakeholders.
- High level of organisational skills and attention to detail with an ability to prioritise the workload, meet deadlines and demonstrate flexibility in dealing with people in competing demands.
- Ability to interpret and apply policy and procedures.
- Demonstrated advanced skills in the use of a range of computing applications including Word and Excel.
- Self-motivation and the ability to work as part of a cohesive team.
- Provide First Aid Certificate and Pool Lifeguard Qualification.
- A valid Paid Queensland Blue Card (Working With Children Check).

Desirable Criteria:

- Degree in Sports Science/Management, Exercise Science, Human Movements or Physical Education.
- Previous experience in Group Exercise instruction and/ or Personal Training
- Previous experience in Finance One, Xplor Recreation and Human Force (or similar) systems
- Previous experience in a university environment.

Competency	Responsibility
Operational Coordination	• Support compliance with work health and safety requirements and standards are met for staff, students, external groups along with contractors on site. • Provide day-to-day guidance and operational assistance to all staffing areas of the Sport Centre staff. • Conduct regular audits of sports/gym equipment, supplies, and facility assets, ensuring adequate stock levels, identifying maintenance or replacement needs, and supporting efficient daily operations. • Support the maintenance of the facilities and gym equipment actioning specific tasks as required through university departments and external contractors. • Attend to the daily duties and operations relating to the opening and closing of the facilities and acting upon communications between staff, management and the university. • Serve as a senior operational contact during absences of the Sports Centre manager.
Customer Service	• Liaise and coordinate with Events, Bond Sport, academic faculties and university departments to ensure timely and accurate management of Sports Centre facility bookings. • Maintain and role-model a consistently high standard of customer service, ensuring patron issues are resolved promptly and staff are equipped with the knowledge, resources, and information needed to deliver efficient, accurate, and professional service at all times. • Provide ongoing guidance, feedback, and targeted training to staff, fostering continuous improvement and a positive service culture.
Administrative Support	• Systems administration, including user access management, systems training and support. Assist in facilitation and communication of upgrades and maintenance. • Assist Sports Centre Manager to develop effective staff rosters to maintain appropriate staffing levels and ensure timely authorisation of timesheets in line with payroll deadlines. • Process purchase orders in Finance System for relevant equipment and service needs. • Monitor, review and report on Sports Centre visitations and Group Exercise class attendance. • Maintain and update operational procedures, manuals, and documentation to ensure staff have accurate, current, and accessible guidance for all Sports Centre processes. • Support Sports Centre Manager with creating promotional, marketing and advertising materials.

	• Assist in the development and implementation of special projects that encourage Student engagement with the Sports Centre, which may include Orientation Week, Open Day, Club Sign on Day and Bond Together Week.
Continuous Improvement	• Contribute to the continuous improvement ensuring all actions align with corporate objectives. • Evaluate and enhance financial, administrative, and operational workflows for greater efficiency and accuracy. • Identify inefficiencies and/ or opportunities to automate workflows and integrate systems. • Develop and report on recommendations for business process improvements.
Quality Assurance and Continuous Improvement	• Demonstrate an understanding of, and contributes to, quality assurance and continuous improvement activities relevant to the role. • Perform duties in alignment with the Bond University Strategic Plan, University policies, and established quality assurance and review processes.
Cultural Safety, Inclusion and Respect	• Demonstrate respect for diversity and contribute to a culturally safe, inclusive and discrimination free workplace. • Engage respectfully with staff, students and stakeholders from diverse cultural, linguistic and social backgrounds, including Aboriginal and Torres Strait Islander peoples. • Comply with University policies and applicable anti discrimination and workplace behaviour legislation. • Participate in relevant training or development activities that support cultural safety and inclusive practice.
Work Health and Safety Responsibilities	• Take reasonable care for own health and safety and that of others, in accordance with the Work Health and Safety Act 2011 (Qld). • Comply with University WHS policies, procedures and instructions, including those relating to psychosocial health and safety. • Promptly report hazards, incidents and risks to their manager or through established reporting mechanisms. • Where the role has supervisory or managerial responsibilities, ensure risks are assessed, appropriate controls are implemented, and workers are consulted in accordance with WHS legislation. • Complete mandatory and assigned WHS training. • Comply with return-to-work program requirements following injury/illness.

Note – the successful applicant will be required to produce a certified copy of their highest qualification received prior to commencement of duty.

It is not the intent of this position description to limit the scope of this position in any way but to give an overview of this role at Bond University. You may at times be required to work at other tasks and areas as directed by the Management.