

Position title: Community Facilities Activation Officer	
Classification: Leisure Facilities Employee: Customer Service Team Leader	Effective Date: July 2026
Reports to: Coordinator Community Facilities	Tenure: Permanent

About Us:

At Whitehorse City Council, community is at the heart of everything we do.

We aspire to be a healthy, vibrant, prosperous and sustainable community. We enable this through strong leadership and community partnerships.

We strive to stay ahead of evolving changes and needs of our community.

Our five key principles empower our employees to be innovative and provide an excellent customer experience. We are a resilient organisation where everyone belongs.



CREATe - Our Values and Behaviours:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. Our employees 'live' these shared values. In living these values we also ensure that everyone has a voice and that everyone matters.

Collaboration

We work flexibly together to achieve outcomes and solve problems.

Respect

We actively listen, value diversity and care.

Excellence

We adapt, respond, learn and grow.

Accountability

We take responsibility and follow through on our promises.

Trust

We act with integrity and are empowered to make decisions.

City of Whitehorse is a culturally and linguistically diverse community. We are proud of the diversity of our workforce and recognise the strength this provides in meeting the needs of our community. We are committed to upholding a safe, inclusive and respectful workplace that values the contribution of all.

Whitehorse City Council is committed to being a child safe organisation. We recognise our responsibilities to keep children and young people safe from harm and have established policies, procedures and training to achieve these commitments.



Goal Statement

The Active Whitehorse Department's purpose is to empower, activate and connect our community.

This position is responsible for ensuring a strong customer experience for internal and external stakeholders. The role involves handling enquiries from internal and external stakeholders relating to our sport, recreation and leisure facilities.

Key Responsibilities

Position Specific Responsibilities

- Assist the Coordinator Community Facilities with administrative and compliance requirements associated with seasonal leases.
- Assist in the coordination of the annual allocation process for community facilities, ensuring applications are assessed and administered in accordance with Council policies and timelines.
- Lead and support the Community Facilities Bookings Officer, providing guidance, training and day-to-day supervision to ensure consistent service delivery.
- Provide a high level of customer service and issue resolution to key stakeholders.
- Monitor and administer the day-to-day management of the community facilities and casual bookings inboxes, ensuring enquiries and bookings are actioned accurately and within agreed service standards.
- Maintain accurate records, databases and reporting systems relating to bookings, leases, licences and facility utilisation.
- Develop and maintain positive working relationships with sporting clubs, community organisations, schools and internal Council departments.
- Identify opportunities to improve administrative processes, customer experience and facility activation outcomes.
- Assist in the promotion and activation of Council community facilities through effective communication and stakeholder engagement.
- Provide general administrative support to the Active Whitehorse Leadership Team and Department as required.
- Coordinate purchasing activities, mail-outs, presentations and general work processing, including the preparation of meeting agendas and minutes.
- Coordinate and support the organisation of functions, forums and meetings on behalf of the Active Whitehorse Department.



Corporate Responsibilities

- Ensure adherence to all Corporate Policies, Procedures and the Organisational Goals and Values Principles in the current Whitehorse City Council Collective Agreement by all staff under supervision.
- Ensure the organisation is aware of and compliant with relevant statutes and legislation.
- Identify and develop changes to policy and procedure in areas of responsibility.
- Ensure that risk management principles are adopted in all decision-making processes within the team.
- Undertake identification, reporting and resolution of risk management activities (including that staff are appropriately trained) and ensure that all relevant operating procedures provide for a safe working environment.
- Apply sound financial management techniques to team budget processes.
- Provide equitable and sound supervision of staff, (including ensuring appropriate training, development and motivation) to ensure that team KRA's are met and contribute to the strategic objectives of the team.
- Ensure appropriate care and use of assets and equipment.

Accountability and Extent of Authority

Budget: Nil

Staff responsibility: Community Facilities Bookings Officer reports to this position.

Judgement and Decision Making

- This position includes regulated activities which must be completed.
- Work may involve problem solving using guidelines, professional/technical knowledge or experience.
- Guidance and advice will always be available.
- Freedom to act set by clear objectives and/or budgets, frequent consultation and regular reporting and some supervision.

Specialist Knowledge and Skills

Technology:

- High-level skills in MS office, particularly with Word, Excel and Outlook.
- Understanding of purchasing systems and processes
- An understanding of Point of Sale systems, bookings systems (knowledge of 'Bookable' would be advantageous) and database management (Perfect Gym Solutions would be advantageous).



Qualifications and Experience

Qualifications/ Certificates:

- Previous Experience in a relevant fast paced administrative support role, preferably within the sport/leisure/recreation industry.
- Previous experience in the delivery of high-quality customer service to a wide range of clients
- Understanding of the framework in which Local Government Operates
- Understanding of the sport/recreation/leisure industry and key stakeholders
- HLTAID001 Provide CPR (or willing to obtain as part of employment)
- HLTAID003 Provide First Aid (or willing to obtain as part of employment)
- 22300VIC Anaphylaxis qualification (or willing to obtain as part of employment)
- 22282VIC Asthma qualification (or willing to obtain as part of employment)

Interpersonal Skills

- Ability to liaise with a large variety of residents, stakeholders and Council employees.
- Ability to handle varying workloads and tasks and operate effectively under pressure.
- Excellent telephone technique and sound written communication skills enabling the incumbent to draft routine correspondence and reports.

Key Relationships:

- Work closely with the unit coordinators, all members of the Active Whitehorse Department, staff and management across the organisation. Required to maintain professional relationships with external customers and residents, schools, community groups, sporting clubs and recreational groups and other external bodies.

Management Skills

- Strong initiative and capacity to work in a team environment. Ability to manage own time and pay attention to detail. Must have the ability to carry out small projects under supervision.
- Basic knowledge of human resources practices and the ability to provide on-job training and supervision

Notes and Comments

- The position includes inherent physical requirements. Please refer to the Physical and Functional Requirements Checklist for more information. Short listed candidates may be required to attend a pre-employment medical examination.
- The position may be required to attend out of hours meetings, training sessions and events.



- The position may be required to work from different locations within the municipality.
- The position may be required to work shifts anywhere within the Centres' ordinary spread of hours, and may also be required to attend to events and emergency situations where hours may be outside of the spread of hours:
- The position requires work on a rotational weekend basis;
- The position will be required to be "on call" on a rotating basis.

Application Requirements

- Satisfactory National (and International as applicable) Criminal History Check.
- Working with Children Check.
- A valid Victorian driver's licence, or the ability to travel around the municipality and city, as required for work.
- Key Selection Criteria
 1. Demonstrated experience in a busy administrative, bookings role, preferably within local government, sport, recreation or community facilities.
 2. Highly developed customer service, communication and stakeholder management skills, with the ability to build and maintain positive relationships with sporting clubs, community groups, schools and internal stakeholders.
 3. Well-developed organisational, administrative and problem-solving skills, including experience maintaining accurate records, databases and compliance documentation.
 4. Demonstrated ability to work both independently and collaboratively, exercising initiative, sound judgement and be a positive contributor to workplace culture and performance.
 5. Demonstrated ability to meet deadlines and adapt to changing operational demands in a fast-paced environment.
 6. Demonstrated ability to supervise, support or coordinate the work of others, providing guidance and ensuring consistent service delivery.



Physical Requirements

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
Kneeling/Squatting Tasks involve flexion/bending at the knees, ankle, and waist in order to work at low levels.		Rarely	
Hand/Arm Movement Tasks involve use of hand/arms	Computer use	Frequently	
Bending/Twisting Tasks involve forward or backward bending or twisting at the waist.		Rarely	
Standing Tasks involve standing in an upright position		Rarely	
Reaching Tasks involve reaching above head, and above and equal to shoulder height		Rarely	
Walking Tasks involve walking on slopes and walking whilst pushing/pulling objects	Walking to meetings	Sometimes	
Lifting/Carrying Tasks involve raising, lowering and moving objects from one level position to another		Rarely	
Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
Pushing/Pulling Tasks involve pushing/pulling away, from and towards the body		Rarely	
Keyboard Duties Tasks involve sitting at workstation and using computer	Writing and editing	Frequently	
Satisfactory Vision Standard of vision required equal to that required for driver's licence	Standard of vision required equal to that required for driver's licence	Frequently	

Any other relevant comments:

Short listed candidates may be required to attend a pre-employment medical examination.

This position may be required to attend out of hours meetings.