

Job title: Community Facility Manager	
Classification: Band 6 Annualised	Effective Date: August 2023
Reports to: Leisure Centre Manager	Tenure: Permanent Full Time

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 to provide an excellent customer experience. We are a resilient organisation where everyone belongs.



**Excellent Customer
Experience and
Service Delivery**



**Great
Organisational
Culture**



**Innovation
and Continuous
Improvement**



**Good Governance
and Integrity**



**Long Term
Financial
Sustainability**

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.

Goal Statement

The Leisure and Recreation Services Department's purpose is to activate and connect our community.

Manage the efficient delivery of programs and services across Council's leisure and sporting facilities relating to stadium usage, room hire and other activities. The position will ensure a high quality service is provided to user groups and the wider community.

Overseeing daily operations, the position will be primarily located at Sportlink and the Nunawading Community Hub however will actively seek new opportunities to enhance current bookings and programs across all of Council's leisure and sporting facilities.

The position will be required to build and maintain strong relationships with tenants, user groups and the wider community.

Key Responsibilities

Position Specific Responsibilities

- Manage Sportlink Vermont South & Nunawading Community Hub under the principles of best practise and within relevant industry regulations.
- Develop, review and streamline systems and processes within the programs areas to ensure quality services to tenants, user groups and the wider community
- Actively seek new and innovative ways of increasing occupancy and revenue at Council's leisure and sporting facilities for the stadium, room hire and other activities
- Ensure a responsive, efficient and quality customer service approach for internal and external stakeholders
- Coordinate the Centres' asset management, preventative and reactive maintenance program
- Responsible for the ongoing planning, strategic development, implementation, supervision and evaluation of program activities undertaken in the area
- Oversee the development and management of staff rosters according to customer demand, budgets and organisational practice
- Provide leadership and coordinate the recruitment, induction, training, development and performance of area staff
- Develop and monitor the area budget and business plan in conjunction with the Leisure Centre Manager and Leisure Project Manager.

- Complete capital works request and undertake project management and/or monthly monitoring to ensure that operations are within budget parameters.
- Ensure the accurate, efficient and timely preparation of all reports, internal and external communication for the areas
- Coordinate various projects and programs across the leisure centres' as required
- Liaise with and supervise contractors
- Ensure all employees are working in accordance with safe work practises and in the safe operation of equipment and OHS policies and procedures
- Coordinate price increase processes for the programs area across the leisure facilities
- Contribute to the development of Leisure and Recreation marketing plans.
- Ensure routine cleaning and maintenance tasks are performed to ensure the area is clean and maintained to a high standard.
- Treat all patron information in accordance with the Privacy Act.
- Ensure the safety of patrons in the area and respond to first aid and emergency situations in accordance with Centre procedures.
- Act as Area Warden in emergency evacuations as required.
- Administer purchase orders and invoices related to the area.
- Develop and maintain effective working relationships with the Leisure Facilities Leadership Team and other Council departments to facilitate efficiencies and consistency across centres
- Provide support to staff as required including reception duties, stadium and room sets ups

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: The position has the authority to administer purchase orders and invoices relating to the area. The position is responsible for developing and monitoring Sportlink and the Nunawading Community Hub budgets and programs areas across Council's leisure facilities.

Staff responsibility: The position is responsible for the supervision of the Community Facility Team Leader, Leisure Bookings Officers and Duty Officer Staff at Sportlink and the Nunawading Community Hub.

Judgement and Decision Making

- The position has the authority to act within clear objectives and budgets.
- The work may involve improving and/or developing methods and techniques generally based on relevant experience.
- Problems encountered are occasionally of a complex or technical nature and some creativity and originality may be required.
- Will liaise with the Leisure Centre Manager and other Council departments on any significant issues.
- Guidance and advice would usually be available within the time required to make a choice.

Specialist Knowledge and Skills

Certificates/Licences and Experience:

- Tertiary qualifications in leisure, recreation, business management or related discipline
- Experience in the management of a multipurpose leisure facility or similar service
- Experience delivering high quality customer service to internal and external stakeholders
- Experience in delivering high quality programs and services and revenue generation in a leisure facility or similar
- Experience of business administration and customer service
- Demonstrated ability to work autonomously
- Demonstrated leadership through experience and achievement in team supervision and performance management, staff training and development

- Evidence of a strong commitment to continuous improvement and change management
- Knowledge of budgeting, procurement and financing systems
- A valid Victorian driver's licence
- Demonstrated experience in budget preparation and monitoring.
- 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).
- Satisfactory National Criminal History Check.
- Working with Children Check (or willing to obtain as part of employment)

Technology:

- Proficiency in the application of the Microsoft Office suite of applications
- Understanding of purchasing systems and processes
- An understanding of Point-of-Sale systems, bookings systems and database management (Perfect Gym Solutions and Ungerbeock would be advantageous)

Interpersonal Skills

- Strong communication skills demonstrated through the ability to deal with conflict and liaise with a variety of tenants / stakeholders and build mutually beneficial relationships
- Ability to establish and maintain positive relationships with stakeholders
- Highly effective communication, incorporating written and verbal communication, facilitation, collaboration and partnership
- Ability to resolve complex problems relating to leisure facilities
- Appreciation of the different needs of individuals and the ability to convey tolerance and sensitivity to patron's values and beliefs.

Key Relationships:

Internal: The position is required to liaise with the Leisure Facilities Leadership Team, leisure and recreation staff and other departments within council.

External: The position is required to build and maintain strong relationships with the tenant and community groups, schools, sporting clubs, suppliers, contractors and general users.

Management Skills

- Highly developed organisational and time management skills with demonstrated ability to prioritise workloads, working professionally with a high attention to detail
- Excellent staff leadership skills including the ability to train and develop staff
- The ability to work as part of a team and individually in a largely autonomous role
- Ability to manage own time, set priorities and plan and organise one's own work and that of supervised employees to achieve the set objectives
- Understanding of and ability to implement People and Culture and OHS policies and practices relevant to the role
- Ability to innovatively drive new business initiatives including change management
- Enthusiastic and professional approach

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, excluding events and emergency situations where hours may be outside of the below spread:
 - Monday to Friday 8.00am – 11.30pm
 - Saturday 7.00am – 10.30pm
 - Sunday and public holidays 7.00am – 10.30pm
- The position requires work on a rotational weekend basis (10 weekend days per year)
- The position will be required to be "on call" on a rotating basis

Key Selection Criteria

1. Experience in the management of a multipurpose leisure facility or similar service including the ability to resolve complex operational problems
2. Demonstrated leadership through experience and achievement in team supervision and performance management, staff training and development
3. Ability to identify community needs and develop innovative program solutions to drive business growth
4. Excellent customer service skills and the successful ability to build and maintain strong relationships with tenants, user groups and the wider community

5. Demonstrated performance as an effective team player and with a capacity to be an active member of the Leisure Facilities Leadership Team.

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.	Stadium and room set ups	Performed Sometimes	
Hand/Arm Movement Tasks involve use of hand/arms	Using standard office equipment (seated/standing desk, computer, keyboard, monitor, mouse, photocopier, etc)	Performed Often	
Bending/Twisting Tasks involve forward or backward bending or twisting at the waist.	Using standard office equipment (seated/standing desk, computer, keyboard, monitor, mouse, photocopier, etc)	Performed Often	
Standing Tasks involve standing in an upright position	Stadium and room set ups	Performed Often	
Reaching Tasks involve reaching above head, and above and equal to shoulder height	Stadium and room set ups	Performed Sometimes	
Walking Tasks involve walking on slopes and walking whilst pushing/pulling objects	Stadium and room set ups	Performed Often	
Lifting/Carrying Tasks involve raising, lowering and moving objects from one level position to another	Stadium and room set ups	Performed Often	

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	Stadium and room set ups	Performed Often	
Keyboard Duties Tasks involve sitting at workstation and using computer.	Using standard office equipment (seated/standing desk, computer, keyboard, monitor, mouse, photocopier, etc)	Performed Often	
Satisfactory Vision Standard of vision required equal to that required for driver's licence	Using standard office equipment (seated/standing desk, computer, keyboard, monitor, mouse, photocopier, etc)	Performed Often	

Any other relevant comments: