

Job title: Community Facility Team Leader	
Classification: Leisure Facilities- Community Facility Team Leader rate	Effective Date: March 2026
Reports to: Community Facilities Operations Coordinator	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 Active Whitehorse Department's mission is to activate and connect our community.

The position will supervise the daily operations of Sportlink and the Nunawading Community Hub while providing support to the Community Facility Operations Coordinator to deliver efficient and quality programs across Council's leisure facilities relating to stadium usage and room hire.

Key Responsibilities

Position Specific Responsibilities

- Oversee the daily operations of Sportlink and the Nunawading Community Hub ensuring a high level of service to tenants, user groups and the wider community.
- Provide a responsive, efficient and quality customer service approach for internal and external stakeholders ensuring a positive experience.
- Oversee maintenance, regulatory requirements and contractor work across Sportlink and the Nunawading Community Hub, including performing and supervising minor maintenance tasks on shift.
- Support the Bookings Officer in processing bookings including invoicing for Council's leisure facilities.
- Ensure the safety of patrons in the Centres, respond to first aid and emergency situations and provide guidance and support to staff responding to first aid and emergency situations in accordance with procedures.
- Provide feedback, input and operational knowledge into the development, review and improvement of work practices, service levels, standards and policies and procedures.
- Maintain relevant records, databases and assist in the completion of reports for required areas.
- Provide support to staff as required including reception duties, stadium and room sets ups.
- Assist in the recruitment, induction, training, development and performance of employees
- Work in accordance with safe work practices and in the safe operation of equipment and OHS policies and procedures.
- Develop and maintain effective working relationships with the Leisure Facilities Leadership Team to facilitate efficiencies and consistency across Centres.

- Provide support to other leisure and recreation facilities and services, as required.
- Complete facility inspections to the facilities are maintained and presented to a high standard.

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 contribute to the development of changes to policy and procedure in areas of responsibility.
- Ensure that risk management principles are followed in all decision-making processes.
- 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.
- 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 will provide management with program specific information to assist in the development of the budget.

Staff responsibility: The position will assist in the supervision of facility staff.

Judgement and Decision Making

- The position has the authority to act within operational guidelines and procedures.
- The position has the authority to select the particular technique, system, method, process or equipment to be used from a range of alternatives in order to achieve objectives.
- Any issues that arise that are outside the scope of the position are referred to the Operations Coordinator.
- Guidance and advice would usually be available within the time required to make a choice.

Specialist Knowledge and Skills

Certificates/Licences and Experience:

- Experience in multipurpose leisure facility environment or similar service.
- Experience of business administration, customer service and facility bookings.
- Understanding of Centre operations and objectives and ability to review and develop systems and procedures accordingly.
- 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 (and International as applicable) Criminal History Check.
- Working with Children Check (or willing to obtain as part of employment)
- A valid Victorian driver's licence, or the ability to travel around the municipality and city, as required for work.

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 would be advantageous)

Interpersonal Skills

- Deliver fantastic customer service through excellent communication skills and the ability to establish and maintain positive relationships with stakeholders including conflict resolution.
- Ability to resolve 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 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

- Ability to work as part of a team and individually.
- Ability to provide direction, supervision and on the job training and assist other employees in their duties where required, including assisting in the development and monitoring of staff training and personal development through on-shift coaching and support.
- 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, 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.

Key Selection Criteria

1. Thorough understanding of the processes and procedures used within leisure and community facilities.
2. Excellent written and verbal communication skills and the ability to enable positive interaction with internal and external stakeholders.
3. Demonstrated ability to prioritise tasks and meet deadlines within a busy environment.
4. Ability to oversee all facility operations and bookings in a timely and effective manner on shift.
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: