

Job title: Coordinator Community Facilities	
Classification: Band 7	Effective Date: January 2026
Reports to: Active Whitehorse Facilities 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 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 mission is to empower, activate and connect our community.

There are a range of sport, recreation and leisure facilities within Whitehorse Council, such as Sportlink, Nunawading Community Hub, sporting pavilions, leased community facilities and many more currently being developed.

This role has been created to strategically drive the activation of a broad range of selected Whitehorse sport, recreation and leisure facilities.

Overseeing daily operations, the position will be primarily located at Sportlink and the Nunawading Community Hub, however, will actively seek new opportunities to better activate the community through all of Council's sport, recreation and leisure assets, with a focus on community pavilions and leased sporting clubs.

Key Responsibilities

Position Specific Responsibilities

Community Activation

- Through the development of an Activation Strategy, maximise the activation of Council managed and seasonally licensed sport, recreation and leisure assets (except Aqualink facilities). Aiming to ensure all the community have the opportunity to access and benefit from the diverse range of facilities available.

Lease and Licence Management

- Administer and monitor compliance with lease and licence agreements, ensuring tenant and licensee obligations are met.
- Coordinate renewals, variations, and negotiations in collaboration with Property and Leasing teams.
- Provide guidance and support to clubs and user groups on lease and licence responsibilities, reporting, and compliance processes.
- Develop and maintain clear documentation, records, and reporting mechanisms for all leased and licensed facilities.

Facility Activation and Community Access

- Drive the activation of leased and licensed facilities to maximise community benefit, supporting both sporting and non-sporting uses.
- Identify and facilitate opportunities for broader community access outside of regular tenant use, including events, programs, and partnerships.

- Promote the use of facilities as community hubs that foster participation, wellbeing, and social connection.
- Evaluate activation outcomes to ensure equitable use and alignment with Council's community wellbeing objectives.

Facility Management

- Manage Sportlink, Nunawading Community Hub and any future community facility determined, under the principles of best practise and within relevant industry regulations.
- Develop, review and streamline systems and processes to ensure quality services to tenants, user groups and the wider community
- Actively seek new and innovative ways of increasing occupancy and revenue at all Council community sport, recreation and leisure facilities
- 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
- Ensure routine cleaning and maintenance tasks are performed to ensure the area is clean and maintained to a high standard

Staff Management & Leadership

- 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 all staff.
- Motivate and develop employees to meet facility goals.

Financial Management

- Develop and monitor the area budget and business plan in conjunction with the Active Whitehorse Facilities Manager.
- Complete capital works requests 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 price increase processes for the programs area across the leisure facilities.

Risk Health and Safety

- Treat all patron information in accordance with the Privacy Act.
- Ensure all employees are working in accordance with safe work practises and in the safe operation of equipment and OHS policies and procedures.

- 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.

Stakeholder Relationships

- Develop and maintain effective working relationships with the Active Whitehorse Facilities Leadership Team and other Council departments to facilitate efficiencies and consistency across centres.

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 key responsibility areas are met and contribute to the strategic objectives of the team.
- Ensure appropriate care and use of assets and equipment.
- Support, enable and encourage strategies and actions identified in Council's Gender Equality Action Plan (GEAP) to improve workplace gender equality.
- Champion a safe environment for children and young people in accordance with Council's commitment to Child Safety.

Accountability and Extent of Authority

Budget:

The position is responsible for developing and monitoring Sportlink and the Nunawading Community Hub budgets and bookings across Council's leisure facilities.

The position has the authority to administer purchase orders and invoices relating to the area.

Staff responsibility:

The position is responsible for the leadership of the Community Facility Team Leaders, Leisure Bookings Officers and Duty Officer Staff at Sportlink and the Nunawading Community Hub.

Judgement and Decision Making

- Problems encountered are occasionally of a complex or technical nature and some creativity and originality may be required.
- The position is problem solving in nature and requires the incumbent to identify issues and work problems through to resolution, where guidance is not always available readily.
- The work may involve improving and/or developing methods and techniques based on relevant experience.
- Will liaise with the Active Whitehorse Facilities Manager and other Council departments on any significant issues.

Specialist Knowledge and Skills

Certificates/Licences and Experience:

- Tertiary qualifications in leisure, recreation, business management or related discipline.
- Extensive 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.
- 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).

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 Bookable 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 Active Whitehorse Facilities Leadership Team, 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 motivate, 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

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.
- The incumbent may be required to work from various locations within the municipality.
- The incumbent 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. In the case of events and emergency situations, worked hours may be outside of the spread of hours.
- The position may require work on a rotational weekend basis.
- The position will be required to be "on call" on a rotating basis.

Key Selection Criteria

1. Tertiary qualification in sports management, facility operations, recreation, leisure studies or a related discipline combined with senior leadership experience and significant experience in facility management, both strategic, operational and extensive.
2. Demonstrated ability to lead, develop, train and motivate team members to achieve required outcomes in a complex competitive environment.
3. Highly developed communication, community engagement and consultation skills including knowledge of and extensive experience working with and developing relationships with community groups such as committees, associations, sports clubs or similar.
4. Capacity to drive change, build a high-performance culture and work with diverse stakeholders.
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,	Performed Often	

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
	monitor, mouse, photocopier, etc)		
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	
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	

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	<i>Comments</i>
<p>Satisfactory Vision</p> <p>Standard of vision required equal to that required for driver's licence</p>	<p>Using standard office equipment (seated/standing desk, computer, keyboard, monitor, mouse, photocopier, etc)</p>	<p>Performed Often</p>	