

Job title: Leisure Contract Manager	
Classification: SEO	Effective Date: 26 February 2024 – 30 June 2025*
Reports to: Leisure Strategy and Development Manager	Tenure: Temporary 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

We value:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. It is expected that all 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

This position is responsible for leading the successful transition of Council's Aquatics Service from an in house model to an external management model. The primary responsibility is to develop and implement a tactical procurement process to secure a suitable new provider and to ensure the service transition is seamless for customers, staff and the incoming service provider.

Key Responsibilities

Position Specific Responsibilities

Managing the end-to-end procurement and transition of Council's aquatic service from internal management model to external management model. This will include:

- Develop and manage delivery of a comprehensive implementation plan that coordinates activities to be delivered by a range of stakeholders. It is the responsibility of this position to ensure the service is successfully transitioned.
- Manage the procurement process to appoint an external contractor to deliver the aquatics services. This includes: supporting the development of the tender specifications, preparing tender documentation, managing the tender processes and contractor selection in accordance with Council's Procurement Policy.
- Manage the governance and reporting for the service transition. This includes monitoring and managing risks, issues and dependencies, preparing reports required by the Executive Leadership and Service Leadership Teams, Councillors and others as it relates to the implementation.
- Develop a robust sustainable monitoring and evaluation framework for the realisation of service transition benefits which is embedded into the new service contract.
- Coordinate any required community and customer engagement, including communications with support.
- Manage and escalate risks/issues quickly to the Leisure Strategy and Development Manager.
- Work with subject matter experts (internal and external) and other relevant stakeholders to ensure the transition is completed successfully.
- Other duties as required.

Corporate Responsibilities

- Adhere to all Corporate Policies, Procedures and the Organisational Goals and Values in the current Whitehorse City Council Collective Agreement.
- Understand and adhere to the Risk Management Policy (as it relates to the employees work area) and related procedures that are designed to minimise injury and/or loss to individuals, assets and equipment.
- Report any matters that may impact on the safety of Council employees or citizens, 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

Authority

Staff responsibility:

Nil however will be responsible for the conduct and performance of relevant contractors

Decision Making:

- The incumbent is required to exercise independent judgement and adaptability in evaluating and deciding on appropriate methods, procedures and practices for achieving objectives and in reviewing and recommending improvements to those methods, procedures and practices.
- The position also requires decision making based on an understanding and knowledge of Council's goals and objectives as they relate to their scope of work.

Key Relationships

Internally

- Provide regular updates and information, as required, and requested by the Leisure Strategy and Development Manager.
- Ensure key stakeholders (customers, tenant and staff) are informed of their roles, responsibilities, and progress of the business transition.

- The incumbent liaises with staff at all levels within the organisation including the Executive Leadership Team, staff and Senior Management.

Externally

- Required to liaise with Councillors.
- Required to manage relationships with Swimming Clubs, and other Aquatic facility tenants.
- Required to manage Council's relationships with external vendors during the procurement process and business transition.

Skills and Attributes

Qualifications/Certificates/Licences and Experience

- Relevant tertiary qualification in either procurement, project management, and/or business administration.
- Knowledge of the Aquatics Industry is desirable, but not essential.
- Experience and knowledge of transitioning business/services to new/different management models.
- Experience managing large scale procurement processes/projects.
- Extensive and diverse experience in a similar role managing complex projects and/or large-scale business change.
- Ability to manage own time, set priorities, and achieve targets in the completion of a diverse range of activities and complete projects and budgets on time.
- Demonstrated experience in budget preparation and monitoring.

Technology

- High level of digital and technology literacy and experience.
- Must have the ability to adapt quickly to and embrace new technology.
- Must have experience in utilising available technology to communicate directly with impacted employees.

Interpersonal

- Excellent written and verbal communication skills with the ability to produce high quality reports and discussion papers, make formal presentations and to represent Council in professional, organisational & community forums.
- Excellent negotiation, influence and persuasion skills with the ability to use discretion and judgment in a complex business and political environment.

- The ability to manage the conflicting requirements of different stakeholders to produce positive outcomes, and provide astute, confidential and diplomatic specialist advice.
- Demonstrated ability to build trusted working relationships with organisational senior leaders and peers.
- Ability to clearly articulate messages to a variety of audiences.

Leadership

- A relationship builder who strives to develop and maintain positive relationships within a political environment.
- A strong conceptual and strategic thinker with excellent problem solving and decision making abilities.
- A demonstrated ability to consider multiple perspectives and consider complex information within a multifaceted and complex changing environment, to create viable options, and plans to address objectives and inspire a clear sense of purpose and direction.
- Ability to make professional judgements and decisions critical to the program.
- Knowledge of or an awareness of Work Health and Safety principles.

Key Selection Criteria

1. Relevant tertiary qualification in either procurement, business administration, project management or other relevant field.
2. Extensive experience in a similar role managing complex business/service transition, procurement and/or complex business/service change projects.
3. Excellent written and verbal communication skills with the ability to produce high quality reports and discussion papers, make formal presentations and to represent Council in professional, organisational & community forums.
4. Demonstrated experience managing or coordinating a complex procurement process.
5. Demonstrated experience influencing and building relationships with diverse stakeholders, in challenging, complex and/or political environments to deliver targeted outcomes.

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.	N/A	Office-based role: infrequently	
Hand/Arm Movement Tasks involve use of hand/arms	N/A	Office-based role: infrequently	
Bending/Twisting Tasks involve forward or backward bending or twisting at the waist.	N/A	Office-based role: infrequently	
Standing Tasks involve standing in an upright position	N/A	Office-based role: intermittent	
Reaching Tasks involve reaching above head, and above and equal to shoulder height	N/A	Office-based role: intermittent	
Walking Tasks involve walking on slopes and walking whilst pushing/pulling objects	N/A	Office-based role: infrequently	
Lifting/Carrying Tasks involve raising, lowering and moving objects from one level position to another	N/A	Office-based role: infrequently	
Pushing/Pulling Tasks involve pushing/pulling away, from and towards the body	N/A	Office-based role: infrequently	
Keyboard Duties Tasks involve sitting at workstation and using computer.	Yes	Daily	
Satisfactory Vision Standard of vision required equal to that required for driver's licence	N/A	Required	