

Job title: Leisure Project Manager	
Classification: SEO	Effective Date: May 2024
Reports to: Manager Leisure & Recreation	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

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 mission is to activate and connect our community.

The position is responsible for the delivery of key strategic project work to support the efficient and effective operations of Council's Leisure Facilities. The position will support the transition of the Aquatics Service from an internal to external service model and change management processes.

Key Responsibilities

Position Specific Responsibilities

- Lead the recruitment of Leisure Facilities Leaders as required and assist in the retention of staff through the development and implementation of a training and development plan.
- Lead the implementation of business improvements to streamline systems and process to improve business performance across all leisure facilities, programs and services.
- Assist with the transition of service through industry benchmarking and data collection for tender and specification purposes.
- Support staff through the transition of service including regular communication and facilitation of information sessions.
- Drive aquatic service transition communication plans for staff, members, key stakeholders and the wider community.
- Provide support to the Leisure Strategy and Development Manager as required.
- Oversee Fitness and Operational agreements and contracts.
- Contribute to monthly and quarterly reporting of Council's Leisure Facilities as required.
- Support the development of operational and capital works budgets for Council's Leisure Facilities.
- 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.

Accountability and Extent of Authority

Budget: No direct budget however will assist the Leisure Centre Manager in preparation and completion of all leisure operational and capital works budgets and reporting. Responsible for the delivery of projects on time and within budget.

Staff responsibility: Direct supervision of the Leisure Project Officer. Will be required to provide direct support, training, development and coaching to Leisure People Leaders.

Judgement and 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.
- Anticipate and appropriately identify and resolve complex matters within the scope of leisure facilities.
- This role operates in a current environment where only general objectives are clearly established. Policy guidelines may often be non-specific or non-existent and the incumbent is required to establish or change the guidelines and procedures to accommodate the flexibility demanded for the achievement of goal.
- The incumbent is fully accountable to the Manager Leisure and Recreation on all issues of strategic importance.
- Independent judgement and adaptability is required in evaluating and deciding on appropriate methods, procedures and practices for achieving objectives.
- Ability to think laterally and provide innovative responses and recommendations to achieve beneficial outcomes for Council and the community based on sound judgement, research and consultation.

Specialist Knowledge and Skills

Qualifications/Certificates/Licences and Experience

- Relevant tertiary qualification in business management, recreation or related field with substantial relevant experience.
- Extensive and diverse experience in a similar role managing multiple leisure facilities and/or a large scale business.

- Extensive knowledge of trends, current issues and future opportunities in the sports and leisure facilities industry.
- Extensive knowledge and experience with project management approaches, tools and phases of the project lifecycle.
- Extensive experience and demonstrated ability to manage own time, set priorities, and achieve targets in the completion of a diverse range of activities.
- Substantial and diverse skills in accessing and analysing data and operational performance to support efficiencies, innovations and improvements
- 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.
- Knowledge of Leisure management point of sale software system (desirable).

Interpersonal Skills

- Well-developed communication and public relations skills including demonstrated high level of oral and written presentation skills.
- Extensive and demonstrated skills to lead motivate and develop employees in the pursuit of organisational goals.
- Demonstrated extensive ability to build and sustain trusted working relationships with organisational Senior Leaders, Aqualink People Leaders and peers.
- The ability to manage the conflicting requirements of different stakeholders to produce positive outcomes, and provide astute, confidential and diplomatic specialist advice.
- Extensive and diverse experience with the ability to establish and maintain positive relationships with stakeholder through providing excellent customer service.
- Ability to clearly articulate messages to a variety of audiences.
- A team player with outstanding stakeholder management skills, able to work collaboratively with and through others.

Key Relationships:

- **Internal:** Liaises with at all levels within the organisation including the Service Staff, Executive Leadership Team, Senior Management, People and Culture, Procurement and Strategic Communications and other Council Departments.
- **External:** May be required to liaise with Swimming Clubs, and other Leisure Facility tenants and stakeholders. Liaises with Councillors.

Management Skills

- Ability to manage time, set priorities and organise one's own work and the work of others to achieve specific goals and objectives.
- Provide direction, mentoring, leadership and support to staff to build their capacity to work within a collaborative context and maximise professional growth and effective service.
- A demonstrated ability to consider multiple perspectives and consider complex information within a multifaceted and complex changing environment.
- Demonstrated ability to lead, develop, train and motivate employees.
- Respond flexibly and manage resources to address changing demands and deliver program objectives.
- Ability to make professional judgements and decisions critical to the program.
- A relationship builder who strives to develop and maintain positive relationships within a political environment.

Notes and comments

- 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.

Key Selection Criteria

1. Demonstrated leadership skills in a demanding, high profile and complex environment.
2. Significant experience in the leadership of a large multi-purpose leisure/sports facility.
3. High level interpersonal and verbal/written communication skills and evidence of excellent customer service.
4. Tertiary qualification in a relevant discipline.
5. Capacity to drive and manage change, build a high-performance culture and work with diverse stakeholders.

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.	✓	Performed Sometimes	
Hand/Arm Movement Tasks involve use of hand/arms	✓	Performed Often	
Bending/Twisting Tasks involve forward or backward bending or twisting at the waist.	✓	Performed Sometimes	
Standing Tasks involve standing in an upright position	✓	Performed Often	
Reaching Tasks involve reaching above head, and above and equal to shoulder height	✓	Performed Sometimes	
Walking Tasks involve walking on slopes and walking whilst pushing/pulling objects	✓	Performed Often	
Lifting/Carrying Tasks involve raising, lowering and moving objects from one level position to another	✓	Performed Sometimes	

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	✓	Performed Often	
Keyboard Duties Tasks involve sitting at workstation and using computer.	✓	Performed Often	
Satisfactory Vision Standard of vision required equal to that required for driver's licence	✓	Rarely Required	

Any other relevant comments: