

Job title: Leisure Project Officer	
Classification: Band 6	Effective Date: April 2024
Reports to: Leisure Projects Manager	Tenure: Temporary Full Time – 12 months

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 empower, activate and connect our community.

This position will support both the Leisure Project Manager and Leisure Centre Manager with the delivery of key strategic project work to support the efficient and effective operations of Council's Leisure Facilities.

Key Responsibilities

Position Specific Responsibilities

- Develop and implement business improvements to streamline systems and process to improve business performance across all leisure facilities, programs and services.
- Undertake data collection and analysis to assist in program/project evaluation/modification.
- Undertake industry benchmarking and data collection for operational and tender specification purposes.
- Support and contribute to the development of regular communication to staff through the transition of service.
- Support and contribute to the development of communication plans for staff, members, key stakeholders, and the wider community.
- Develop and Administer Contract and Service agreements.
- Complete monthly and quarterly reporting of Council's Leisure Facilities, as required.
- Undertake the development of operational and capital works budgets for Council's Leisure Facilities.
- Provide Operational support to Leisure Facilities and work on-site – Aqualinks, Sportlink, Nunawading Community Hub.
- Assist with the recruitment of Leisure Facilities staff, as required.
- Undertake the development, implementation and administration of the Leisure training and development plan.
- Provide support to the Leisure Project Manager and Leisure Centre Manager as required and other duties as required.

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: No direct budget however will assist the Leisure Project Manager and Leisure Centre Manager in preparation and completion of all leisure operational and capital works budgets and reporting. This position has the authority to administer purchase orders and invoices relating to the area.

Staff responsibility: No direct reports, however, will be required to provide direct support, training, development and coaching to Leisure People Leaders.

Judgement and Decision Making

- This position has the freedom 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 Project Manager on any significant issues.

- Requires independent judgement and decision making, checking in with the Leisure Project Manager where required.

Specialist Knowledge and Skills

Certificates/Licences and Experience:

- Qualifications – Certificate IV, Diploma or Bachelors in Sport and Recreation, Sport Development / Management, Business Administration, Project and/or Contract Management or a related field. Demonstrated work experience related to the role will also be strongly regarded in lieu of qualifications.
- Significant relevant experience in the operations of aquatic and leisure facilities and procurement processes
- 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.
- An understanding of Point of Sale (POS) systems and database management.

Other Technical Skills:

- Demonstrable skills in delivering excellent customer service and sales.
- Excellent administration skills.
- Good public relations and marketing skills.

Other Skills and Attributes:

- Knowledge or experience in project management and/or continuous improvement methodology.
- SISSS00111 Pool Lifeguard qualification, desirable.
- Experience with PGS point of sales software system, desirable.

Interpersonal Skills

- Excellent oral and written communication skills to enable positive interaction with and obtain the cooperation and assistance from patrons, members of the public and employees.
- Ability to write reports and prepare correspondence.
- Excellent presentation skills.
- Ability to resolve complex problems relating to the administration and reception area and intra-organisational problems.
- Appreciation of the different needs of individuals and the ability to convey tolerance and sensitivity to patron's values and beliefs.

Key Relationships:

- The position will liaise with other Leisure Facility Leadership Team members, senior staff, patrons, suppliers, contractors, peak industry bodies and consultants.
- This position is required to maintain professional relationships with patrons, contractors, suppliers, service providers, professional bodies, schools, sporting clubs and community groups.

Management Skills

- 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 other employees in the team to achieve the set objectives of the team in the most efficient way possible within the resources available and within a set timeframe.
- Understanding of and ability to implement People and Culture and Health & Safety policies and practices relevant to the role.
- Support the recruitment, leadership, training and development of staff.
- Friendly, enthusiastic and professional approach.

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. Relevant tertiary qualifications (Cert IV or above required) plus substantial experience and working knowledge of Leisure facilities.
2. High level interpersonal and verbal/written communication skills and a work history of excellent customer service.
3. Demonstrated ability to manage time, set priorities and plan (of self and others) to effectively deliver quality outcomes within timelines and resources.
4. Demonstrated performance as an effective team player and with capacity to be an active member of the Leisure Facilities Leadership Team.
5. Knowledge or experience in project management and/or continuous improvement methodology to improve business performance.

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 Sometimes	
Lifting/Carrying Tasks involve raising, lowering and moving objects from one level position to another	✓	Performed Sometimes	
Pushing/Pulling Tasks involve pushing/pulling away, from and towards the body	✓	Performed Sometimes	
Keyboard Duties Tasks involve sitting at workstation and using computer.	✓	Performed Often	

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	<i>Comments</i>
Satisfactory Vision Standard of vision required equal to that required for driver's licence	✓	Required	

Any other relevant comments: