

WHITEHORSE CITY COUNCIL

Position description

Job title: Operations Coordinator – Aqualink Box Hill	
Classification: Operations Coordinator	Effective Date: October 2025
Reports to: Operations 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 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

Coordinate the aquatics area at Aqualink Box Hill ensuring facility presentation, adequate pool supervision, effective plant and maintenance systems and the delivery of other programs and services related to the aquatics area.

Key Responsibilities

Position Specific Responsibilities

- Coordinate the Aquatics area under the principles of best practise and safe pool operations.
- Develop, review and streamline systems and processes within the Aquatics and area to ensure flexible and responsive service delivery.
- Provide leadership and coordinate the recruitment, induction, training, development and performance of area staff.
- Assist in the ongoing planning, strategic development, implementation, supervision and evaluation of program activities undertaken in the area.
- Coordinate the rostering of daily and seasonal workflows in the area.
- Participation in the area roster as required.
- Provide input to the Centre's budgets and capital works request 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.
- Keep abreast of trends in the industry.
- Positively promote Aqualink and Aqualink programs.
- Engage with members and patrons to maintain relationships and facilitate retention with regular users.
- Liaise with and supervise contractors.
- Coordinate and/or participate in various projects and programs across the Centre as required.
- Ensure all employees are working in accordance with safe work practises and in the safe operation of equipment and OHS policies and procedures.
- Provide excellent customer service to all patrons in accordance with Centre policies and respond to customer feedback relating to relevant area.
- Contribute to the development of Centre marketing plans.
- Ensure routine cleaning and maintenance tasks are performed to ensure the area is clean and maintained to a high standard.
- Treat all patron information in accordance with the Privacy Act

- 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.
- Administer purchase orders and invoices related to the area.
- Develop and maintain effective working relationships with the Leisure Facilities Leadership Team 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 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: The position has the authority to administer purchase orders and invoices relating to the area. The position is responsible for monitoring the area budget and will provide the manager with program specific information to assist in the development of the budget.

Staff responsibility: This position is responsible for the direct supervision of the Duty Managers and Lifeguards.

Judgement and Decision Making

- The position has the authority to act within operational guidelines and procedures.
- The work may involve solving problems, using procedures and guidelines and the application of professional or technical knowledge or knowledge acquired through relevant experience.

- 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 Centre objectives.
- Problems encountered are occasionally of a complex or technical nature and some creativity and originality may be required.
- Any issues that arise that are outside the scope of the position are referred to the Centre Manager.
- Guidance and advice would usually be available within the time required to make a choice.

Specialist Knowledge and Skills

Certificates/Licences and Experience:

- Demonstrated successful experience and achievement in aquatic operations.
- Demonstrated experience and achievement in team supervision and performance management, staff training and development.
- Demonstrated successful time management and work prioritisation skills.
- Demonstrated experience in the management of contractors
- SISSS00111Pool Lifeguard qualification.
- Pool Operators Certificate.
- 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 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
- Thorough understanding of Point of Sale systems and database management

Other Technical Skills:

- Thorough knowledge of pool plant operations.
- Thorough up to date knowledge of the Guidelines for Safe Pool Operation
- Demonstrable skills in delivering excellent customer service and sales.
- Excellent administration skills
- Good public relations and marketing skills
- Demonstrated ability in resolving complex operational problems relating to the aquatic operations area.

- Ability to identify community needs and provide input into the development of program solutions for the Aquatics, Programs and maintenance areas.

Interpersonal Skills

- Excellent oral and written communication skills to enable effective customer service, positive interaction with and the ability to obtain cooperation and assistance from patrons, members of the public and employees.
- Ability to write reports and prepare correspondence.
- Excellent presentation skills.

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

- Previous successful experience in the supervision of employees.
- 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 of the team in the most efficient way possible within the resources available and within a set timetable.
- Ability to provide direction, leadership and structured or on the job training to the team.
- Understanding of and ability to implement People and Culture and OHS policies and practices relevant to the role.

Notes and Comments

- The position requires work on a rotational weekend basis (10 weekend days per year).
- This position will be required to be "on call" on a rotating basis approximately 10-13 weeks.
- 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 and training sessions.

- The position may be required to work shifts anywhere within the Centre's ordinary spread of hours, excluding events and emergency situations where hours may be outside of the below spread:
 - Monday to Friday 4.30am – 11.30pm
 - Saturday 4.30am – 10.30pm
 - Sunday and public holidays 7.00am – 10.30pm

Key Selection Criteria

1. Demonstrated successful experience and achievement in aquatic operations
2. Demonstrated experience and achievement in team supervision, performance management and staff training and development
3. Demonstrated ability in resolving complex operational problems relating to the aquatic operations area.
4. Demonstrated successful time management and work prioritisation skills.
5. Demonstrated experience in the management of contractors

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.	X	5+ times per shift	
Hand/Arm Movement Tasks involve use of hand/arms	X	5+ times per shift	
Bending/Twisting Tasks involve forward or backward bending or twisting at the waist.	X	5+ times per shift	
Standing Tasks involve standing in an upright position	X	5+ times per shift	
Reaching Tasks involve reaching above head, and above and equal to shoulder height	X	5+ times per shift	
Walking Tasks involve walking on slopes and walking whilst pushing/pulling objects	X	5+ times per shift	
Lifting/Carrying Tasks involve raising, lowering and moving objects from one level position to another	X	5+ times per shift (less than 20 kgs) 2-4 times per shift (greater than 20 kgs)	

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	X	5+ times per shift (less than 20 kgs) 2-4 times per shift (greater than 20 kgs)	
Keyboard Duties Tasks involve sitting at workstation and using computer.	X	5+ times per shift	
Satisfactory Vision Standard of vision required equal to that required for driver's licence	X		

Any other relevant comments: