

Position title: Partnerships and Community Coordinator	
Classification: Band 7	Effective Date: June 2026
Reports to: Active Whitehorse Facilities Manager	Tenure: Permanent

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 purpose is to empower, activate and connect our community.

The position is responsible for supporting the Active Whitehorse Team through administration, procurement, grants management, major lease and contract management and leveraging our facility assets for broader community access and benefit.

Key Responsibilities

Position Specific Responsibilities

Active Whitehorse Administration and Strategic Support

- Provide leadership, direction, and motivation to Active Whitehorse team members, fostering a culture of collaboration, innovation, and high performance.
- Identify and implement process and system improvements across the department to enhance efficiency, service quality and stakeholder experience.
- Act as a primary liaison for the Active Whitehorse Department across internal and external stakeholders, including Councillor updates, requests, and correspondence.
- Coordinate and support the development and delivery of the Active Whitehorse training and business planning processes.
- Monitor, analyse, and report on key performance indicators (KPIs), service outcomes, and project progress, providing regular updates and reports to the Active Whitehorse Facilities Manager.
- Oversee and coordinate the strategic planning, implementation, supervision and evaluation of activities and initiatives within the department, and in conjunction with the Manager Active Whitehorse and Active Whitehorse Facilities Manager
- Administer and coordinate finance, procurement and budget processes in accordance with Council policies and procedures.

Facility Lease and Contract Management

- Support the management and monitoring of major leisure contracts, leases and agreements, ensuring optimal community benefit, service quality and financial return to Council.
- Contribute to the development, review and implementation of management models for existing and proposed facilities to ensure sustainable and effective operations.



- Assist in contract performance monitoring, contractor liaison, and reporting to ensure compliance with service standards and contractual obligations.

Community Outreach and Programs

- Develop and deliver a community outreach and engagement program that promotes equitable access to leisure, recreation, and aquatic facilities for all members of the community.
- Collaborate with facility management and community stakeholders to design and deliver programs and initiatives that encourage participation, particularly during off-peak periods or by underrepresented groups.
- Support the evaluation of outreach and participation initiatives to measure community impact and identify opportunities for improvement.

Community Partnerships

- Build, strengthen and maintain partnerships with community organisations, sporting clubs, schools, health agencies and other key stakeholders to enhance the use and value of Council's facilities.
- Promote Active Whitehorse facilities and programs to increase visibility, participation and community engagement, ensuring alignment with Council's broader social, health and wellbeing objectives.
- Identify opportunities for collaboration and co-delivery of community programs that address local needs and maximise the use of Council assets.

Government Grants and Events

- Lead the development, coordination and administration of grant and funding applications relating to leisure, recreation and open space projects, including monitoring acquittals and reporting requirements.
- Maintain awareness of relevant funding opportunities from government and external sources to support departmental and Council priorities.
- Coordinate the Active Whitehorse department in the delivery of special projects, functions and events.

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.



- Responsible for the financial and contractual management of agreements, with demonstrated experience and evidence of accountability in overseeing financial performance, compliance, and contract delivery.
- 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 is responsible for the Partnerships & Community Budget, as well as the provision of budgetary and project advice, monitoring and delivery of Active Whitehorse projects within budget.

The position will also provide assistance to the Active Whitehorse Manager and Active Whitehorse Facilities Manager in the preparation and completion of operational and capital works budgets, including reporting requirements.

Staff responsibility: This position is responsible for management of the Partnerships and Community Officer, with a dotted line relationship with Community Facilities Coordinator in relation to the Active Whitehorse administrative functions.



Judgement and Decision Making

- The position will make decisions on some regulated activities which must be completed.
- The position is generally responsible for creating a framework that will ensure projects meet relevant timeframes, budget constraints and customer expectations and there is relative flexibility in the position to ensure that this occurs.
- The ability to exercise sound judgement with minimal supervision and manage own workload (and the workload of others) is essential.
- Able to complete tasks within required timeframe and to the required standard despite conflicting pressures.
- Awareness of and compliance with Council policy and procedures and relevant industry standards is essential.

Specialist Knowledge and Skills

Licences and Experience:

- Working with Children Check and First Aid Certificate
- Ability to manage own time, set priorities, and achieve targets in the completion of a diverse range of activities and complete projects on time.
- Sound knowledge of trends, current issues and future opportunities in the sports and recreation industry.
- Demonstrated leadership though experience in staff supervision and training and development.

Technology:

- High level skills in MS Office (e.g. Outlook, Word, Excel) is essential.
- Knowledge of GIS, Info Council, HPE Content Manager and Pathway are desirable.
- Competency to operate and retain information within a number of mainstream computer-based applications

Qualifications and Experience

Qualifications/ Certificates:



- Tertiary qualifications or relevant experience in project management, program management, management, recreation or a related discipline.

Interpersonal Skills

- Highly effective interpersonal skills, incorporating written and verbal communication, facilitation, collaboration and partnership.
- Highly effective communication, mediation and conflict resolution skills dealing with sensitive information and community groups.
- Strong administrative support skills with the ability to prepare reports and presentations in a succinct way.
- Ability to develop and maintain effective working relationships with stakeholders.
- Experience in writing grant applications, acquittal reports and other tasks associated with the administration of grant funding.
- Ability to work autonomously and in a team environment and high-quality facilitation skills to drive and facilitate meetings, forums and stakeholder discussions.
- A team player with outstanding stakeholder management skills, able to work collaboratively with and through others.

Key Relationships:

Internal: The position is required to maintain professional relationships with Councillors, management and staff at all levels up to and including Directors and the Chief Executive Officer. The position is required to build strong relationships across multiple internal departments including customer service, finance, arts and cultural services, executive business support and human resources.

External: The position is required to negotiate and influence and maintain professional relationships with Government departments, community agencies, project stakeholders, steering groups, consultants, service providers, staff associations, suppliers, community groups, sports clubs, business groups and customers.

Management Skills



- Ability to gain cooperation and assistance of other staff, the community, external agencies to discuss and resolve problems and achieve desired outcomes for the municipality.
- Ability to manage a variety of complex tasks concurrently.
- Ability to develop and implement organisational planning and design policy and contribute to the development of corporate policy.
- Proven leadership skills to manage, mentor, train and motivate team members and key stakeholders in achieving identified project outcomes and shared decision making.
- A relationship builder who strives to develop and maintain positive relationships within a political environment.

Application Requirements

- Satisfactory National (and International as applicable) Criminal History Check.
- Working with Children Check.
- The incumbent may be required to work from various locations within the municipality.
- The incumbent may be required to attend out of hours work meetings (e.g. Council briefings and meetings; events).

Key Selection Criteria

1. Demonstrated leadership skills and change management skills in a demanding high profile and complex environment.
2. Tertiary qualifications in Recreation, Leisure Studies, Planning, Project Management or a related discipline combined with corporate reporting, grant writing and program management experience.
3. High level interpersonal and verbal / written communication skills including excellent customer service.
4. Highly developed interpersonal, facilitation, consultation, negotiation and engagement skills, and the ability to problem solve. This includes experience working with sporting clubs, community groups and local residents.
5. Ability to work in partnership, influence, educate and manage expectations of community groups, clubs, associations and government agencies in the provision of leisure, recreation and open space infrastructure and services.



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.		Rarely	
Hand/Arm Movement Tasks involve use of hand/arms	Computer use	Frequently	
Bending/Twisting Tasks involve forward or backward bending or twisting at the waist.		Rarely	
Standing Tasks involve standing in an upright position		Rarely	
Reaching Tasks involve reaching above head, and above and equal to shoulder height		Rarely	
Walking Tasks involve walking on slopes and walking whilst pushing/pulling objects	Walking to meetings	Sometimes	
Lifting/Carrying Tasks involve raising, lowering and moving objects from one level position to another		Rarely	
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		Rarely	
Keyboard Duties Tasks involve sitting at workstation and using computer	Writing and editing	Frequently	



Satisfactory Vision Standard of vision required equal to that required for driver's licence	Standard of vision required equal to that required for driver's licence	Frequently	
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Any other relevant comments: