

CITY OF GREATER GEELONG

POSITION DESCRIPTION

GREATER GEELONG: BUILDING OUR COMMUNITY THROUGH ENTERPRISE, OPPORTUNITY AND INNOVATION IN A QUALITY ENVIRONMENT

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| POSITION TITLE: | Centre Manager Leisurelink Aquatic & Recreation Centre |
| POSITION NUMBER: | 2049 |
| DIVISION: | Community Life |
| DEPARTMENT: | Leisure & Recreation Services |
| CLASSIFICATION: | Band 8 |
| REPORTS TO: | Coordinator Leisure Facilities |
| DIRECTLY MANAGES: | Operations Managers, Coordinators and all other Centre Staff |
| INTERNAL LIAISONS: | Department staff and other Council staff |
| EXTERNAL LIAISONS: | Precinct tenants and user groups, adjacent shopping centre management, internal lease holders, centre customers, suppliers, community groups, managers at other leisure centre facilities and members of the public |
| DATE: | August 2017 |

POSITION OBJECTIVES:

This is a diversified, dynamic and multi-functional role responsible for the coordination of Geelong's largest indoor leisure centre. The centre encompasses a wide range of operations including gym, group exercise studio's, extensive aquatics area including a 50m pool, Learn to Swim, warm water and leisure pool, large water play with two large slides, café, crèche and retail.

The role of Centre Manager Leisurelink is responsible for the Centre's operational, financial, program and service deliverables. With an annual turnover of \$6.7 million, over 200 staff, and patron visitations exceeding 850,000 per annum, the Manager will lead the team to deliver exceptional customer experiences across a range of programs and services.

The position will also provide leadership and direction in the management of the precinct that includes Leisurelink, baseball centre, tennis club, skate park and grounds maintenance. The position will also be expected to form strong working relationships with the adjacent shopping centre and the Library.

POSITION RESPONSIBILITIES:

Key Responsibilities:

1. Development of a strategic planning model in-line with the department and organisations business plans.
2. Responsible for financial management including budget preparation, reporting and achievement of budgeted targets.
3. Develop and support leaders to deliver on KPIs through engagement, performance planning and individual development plans.
4. Provide leadership and drive a high performance community focused culture through highly visible leadership and team engagement.
5. Responsible for human resource concerns and their resolutions in partnership with the People & Organisation Development department.
6. Oversee the development and management of promotion, sales and retention strategies for membership and learn to swim.
7. Implement a high value customer service proposition that is aligned to needs of the community.
8. Ensure the safety and well-being of visitors and employees through effective planning and oversight of OHS and risk policies, processes and procedures.
9. Manage in conjunction with other Council departments the lease arrangements for the Café and Wellness centre.
10. Maintain facilities to agreed standards through cleaning and overall presentation.
11. Act as Council representative for tenants and user groups of the baseball and tennis facilities.
12. Represent Council in discussions with the adjacent shopping centre management on issues and opportunities that involve the precinct stakeholders.
13. Develop strategies to foster positive and effective relations with centre users, precinct tenants, user groups, and surrounding community and businesses.
14. Adhere to all Council's policies and procedures relevant to this position.
15. Carry out other duties as deemed reasonable and appropriate to the role as directed from time to time.

Values:

Our values represent who we are and who we aspire to be. They are the tools to create the workplace culture we want. We are all accountable for this.

- Respect and encourage each other
- Create a healthy and safe environment for all
- Embrace new ideas and better ways to work
- Make people the centre of our business

Risk Management and Occupational Health & Safety Responsibilities:

- Understand and comply with Council OHS policies, procedures and legislative requirements relevant to the position.
- Perform work in a safe and appropriate manner.
- Ensure behaviour does not discriminate, bully or harass others.
- Take responsibility for own safety and that of others.
- Proactively report any incidents, injuries, hazards or unsafe work practices.

The following general physical and functional requirements may apply to this position. Specific physical requirements will be attached if applicable.

- Manual handling tasks.
- Prolonged periods of inactivity eg. sitting at the computer.
- Regular keyboarding associated activities.
- Long / short distance travel between sites.
- Dealing with difficult clients and situations.
- Demanding deadlines.

KEY SELECTION CRITERIA:

1. Tertiary qualification in recreation/sports management or related discipline.
2. Substantial management experience leading a dynamic and complex business operation, preferably in the leisure industry or similar customer focused environment.
3. An understanding of the principles of effective marketing strategy, human resource management, customer service and program development.
4. Experience in planning and execution of operational, financial and people plans to deliver successful outcomes.
5. Strategic thinker with leadership qualities to inspire staff to deliver agreed outcomes.
6. Exceptional team building and people management skills.
7. Demonstrated ability to develop and support leaders to deliver on KPIs through engagement, performance planning and individual development plans.
8. Ability to seek out and improve on best practice and capability.
9. Demonstrated ability to establish, develop and maintain effective relationships with external stakeholders including community and user groups.
10. Highly developed communication skills, especially the ability to influence outcomes.
11. Demonstrated experience in implementation and monitoring of OH&S system, including policies, procedures, work systems, certification, training and advice.

ACCOUNTABILITY AND EXTENT OF AUTHORITY:

- Overall responsibility for the operations of the Leisurelink facility.
- Responsibility for the precinct operations with the freedom to act set by broad goals, policies and budgets.
- Preparation, monitoring and accountability for the annual centre business plan and budget.
- Deliver outcomes according to plans and within budgets.
- Determine solutions to resolve problems and issues that arise in relation to the provision of activities.
- Monitor all programs and activities to ensure that demand is met and that usage of the centre is optimised.
- Identify, develop and implement centre operational policies and procedures.
- Provide leadership advice to Operations Managers relating to resolution of programming and staff related issues.
- Management of resources in relation to the provision of services and programs.
- Ensure the requirements of Council policies and relevant legislation, including the Occupational Health & Safety Act is met.
- Accountable for creating and capturing accurate and complete records of the business activities related to this position, in accordance with approved policy and procedures. This is applicable to both hardcopy and electronic information, including email.

JUDGEMENT AND DECISION MAKING:

- Authority to make decisions in accordance with the Centres business plan and Council policies. Make judgement decisions that are at times of a major nature requiring quick and decisive action.
- Find timely solutions to problems and issues that arise at the Centre and at times across the Geelong Swim, Sport and Leisure network of facilities. Decisions and actions taken can have a significant effect on public perceptions of the leisure centres and on operations, staff and patrons.
- Functions with autonomy governed by clear objectives and a budget with a regular reporting mechanism to ensure adherence to objectives and financial parameters.

SPECIALIST SKILLS AND KNOWLEDGE:

- Demonstrated facility management experience leading a dynamic and complex business operation, preferably in the management of public community leisure and recreation facilities.
- Ability to plan, interpret and implement business, marketing, promotional and maintenance plans for the Centre.
- Broad knowledge of sports and leisure concepts and trends including a sound knowledge of the latest technology and programs.
- Highly developed written and verbal communication skills, especially the ability to influence outcomes.
- Ability to develop effective and productive partnerships with patrons, user groups, tenants, suppliers and employees.
- Demonstrated understanding of the Local Government environment.
- Sound knowledge of budgeting and related accounting practices.

MANAGEMENT SKILLS:

- Ability to develop and manage the implementation of business plans and the overall direction of Leisurelink.
- Highly developed management skills to achieve set goals and objectives.
- Staff leadership, development and management.
- Ability to build and foster internal and external relationships.
- Highly developed understanding of customer service practices.
- Highly developed understanding of marketing strategy and program development practices.
- Encourage innovation and initiative.
- Budget planning, monitoring and reporting.
- Well-developed sense of time management with particular emphasis on scheduling of activities and meeting targets.
- Ability to understand, implement and ensure staff compliance with Industrial Awards, Equal Employment Opportunity and Occupational Health & Safety.

INTERPERSONAL SKILLS:

- Excellent communication, negotiation, leadership and motivation skills.
- Ability to build a cooperative and productive environment.
- Highly developed customer focused approach.
- Ability to resolve problems and influence outcomes, which may include the ability to persuade, convince or negotiate with clients, members of the public, employees and Council representatives.
- Highly developed skills in report and submission writing.

- Ability to lead, motivate and develop other employees.

QUALIFICATIONS AND EXPERIENCE:

- Tertiary qualification in recreation or sports management or related discipline.
- Substantial management experience in the operation of a similar Leisure Centre.
- Proven successful leadership and management experience.
- Level 2 First Aid.
- Current CPR.
- Working with Children Check.
- Police Check.
- A current Victorian Driver's Licence.

HOW TO APPLY

Applications close: 5:00pm Friday 25 August 2017

Contact Person: Kara Brooks, Coordinator Leisure Facilities, 5272 5418

Submit your online application at <https://www.geelongaustralia.com.au/employment>

If you are unable to submit an online application please send your application to:

Recruitment & Workforce Management Administration Officer
People and Organisation Development
City of Greater Geelong
PO Box 104
GEELONG VIC 3220

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