City of GLEN EIRA
GLEN EIRA CITY COUNCIL

Position Description

Access and Partnerships Coordinator

Classification	Annualised Salary	**Position Code**	TBC
Department	Glen Eira Leisure (GEL)	**Directorate**	Sustainability, Assets and Leisure
Approved FTE	1.0	**Date Reviewed**	September 2026
Location	Glen Eira Sports and Aquatic Centre (GESAC), Carnegie Memorial Swimming Pool (CMSP) and Caulfield Recreation Centre (CRC). The role may also be required to work from other Council facilities or offices from time to time.		
Reports to	Business Operations Manager		
Direct Reports	Venues and Partnerships Team Leader and Access and Inclusion Team Leader		

About the Role

The Access and Partnerships Coordinator provides strategic and operational leadership of Glen Eira Leisure's Access and Partnerships portfolio, including Venues and Partnerships, Access and Inclusion, Every Body Active and benevolent programs. The role is responsible for leading inclusive participation initiatives, driving diversity and inclusion outcomes, managing business performance and developing partnerships that support accessible leisure opportunities across Glen Eira Leisure.

Key Responsibilities

- Oversee Access and Inclusion programs, benevolent initiatives and participation focused services to ensure strong community impact and an all-inclusive approach.
- Provide leadership and oversight to the Venues and Partnerships team to ensure effective aquatic, sports club and facility bookings whilst also ensuring high quality service delivery.
- Collaborate with GEL and GECC teams to ensure coordinated planning and seamless implementation of programs and activities.
- Develop and implement a strategic plan in relation to the relevant programs and services.
- Lead and promote diversity, access and inclusion initiatives across GEL, strengthening organisational and community understanding of diversity as a valued asset.
- Develop annual business plans for Access and Inclusion and Venues and Partnerships in partnership with the Business Operations Manager.
- Review hire agreements annually, ensuring accurate details and identifying opportunities for improvement.
- Ensure all programs delivered by supervised teams comply with legislation, Council policies and industry standards.
- Monitor and evaluate program performance, relevance and customer satisfaction, recommending and driving improvements where needed.
- Maintain and improve Service Improvement Program (SIP) scores for all areas under supervision.
- To develop, monitor and perform to budget.
- Provide accurate monthly budget forecasts and report on KPIs for all Access & Partnerships programs.

- Foster a culture of service excellence, professionalism and continuous improvement across the Access and Partnerships portfolio.
- Demonstrate clear, consistent and positive leadership, modelling expected behaviours and standards.

Other Duties

- Perform other duties as directed to support the objectives of the department and Council.

Key Selection Criteria

Skills, Knowledge and Experience

- Demonstrated experience leading programs, services or teams within leisure, community, health, disability, recreation or related sectors.
- Experience developing and implementing diversity, inclusion, accessibility or participation initiatives.
- Strong leadership skills with experience recruiting, coaching, mentoring, performance managing and developing high-performing teams.
- Demonstrated experience managing budgets, forecasting and monitoring financial performance.
- Ability to analyse participation, customer and operational data to inform planning and service improvement.
- Experience developing strategic plans, business plans, policies and operational procedures.
- Strong stakeholder engagement, relationship management and partnership development skills.
- Highly developed communication, negotiation and conflict-resolution skills.
- Proven ability to manage competing priorities and deliver outcomes in a complex operational environment.
- Strong understanding of customer service principles and continuous improvement practices.
- Knowledge of relevant legislation, risk management, child safety and workplace health and safety requirements.
- Understanding of venue bookings, facility hire, community access programs or sport and recreation services.
- Knowledge of the NDIS framework and disability inclusion practices (desirable).

Qualifications

- Current Provide First Aid and CPR Certificate.
- Tertiary qualification in Health, Disability, Community Services, Recreation, Leisure Management, Business or a related discipline; or lesser formal qualifications with substantial relevant experience.

Who you will be working with

Internal relationships	• General Manager GEL • Every Body Active staff • Venues and Partnerships staff • GEL and Council staff

External relationships	• Members and patrons • Schools and community groups • Sporting clubs and user groups • Suppliers and contractors • Service providers and stakeholders • Broader community

What we are all responsible for

Code of Conduct: work in line with Councils Code of Conduct, values and follow reasonable management directions.

Health, Safety and Wellbeing: We all have a role to play to ensure we have safe workplace for yourself and your colleagues. This includes following the policies and procedures relating Councils Health and Safety, risk management and the legislation this links to.

Diversity, Equity and Inclusion: Council is committed to fostering a workplace that is inclusive, respectful, and welcoming for all. We believe every individual has the right to feel safe, valued, and supported. Equity, diversity, and inclusion are at the heart of our culture and guide how we work together. We celebrate differences and ensure that everyone has equal opportunities to succeed.

Child Safety: Council is committed to fostering a strong child safeguarding culture through the consistent application of our policies and procedures. All employees, volunteers and contractors are required to actively uphold these policies, including our Child Safeguarding Policy and Child Safeguarding Code of Conduct, to prevent, report and respond to child abuse and harm.

Sustainability: Council plays a leading role in acting on the climate emergency and raising awareness to ensure a sustainable, safe and health future for us all. We embed climate change action in everything we do.

Fraud and Corruption: Contribute to the effective protection of Council in accordance with the Council's Risk Management Framework and Policy, the Fraud and Corruption Policy and Fraud and Corruption Control System.

Local Government requirements

Accountability and Extent of Authority

- Provide operational leadership of the Access and Partnerships portfolio.
- Ensure programs and services are delivered safely, effectively and within approved budget and policy frameworks.
- Provide specialist advice regarding accessibility, inclusion, partnerships and participation programs.
- Exercise authority within approved policies, procedures, budgets and delegated responsibilities.
- Keep management informed of significant operational, financial, strategic or service-related matters.

Judgement and Decision Making

- Make decisions relating to service delivery, program development, staffing, partnerships and operational priorities, in consultation with the Business Operations Manager.
- Ability to solve problems in line with procedures and guidelines, through application of experience and professional knowledge and exercising discretion, initiative and creativity.
- Review and develop policies and procedures and implement quality control measures.

Compliance and Conditions of Employment

Conditions of employment are in accordance with Councils policies, procedures and Code of Conduct.

What applies to this role	• Reference checks • National Police Check • Valid working rights within Australia • Pre-employment Health Declaration • Employee Working with Children Check (WWCC) • Qualification check • Victorian Driver's License *(desirable)*