Health & Wellness Coordinator

Classification	Annualised Salary	**Position Code**	EIGLGEPJPGCO
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 other Glen Eira Leisure facilities as required		
Reports to	Business Operations Manager		
Direct Reports	Wellness Team Leader, Group Exercise Team Leader and Health and Fitness Team Leader		

About the Role

The Health & Wellness Coordinator provides strategic and operational leadership of Glen Eira Leisure's Health & Wellness portfolio, including Health and Fitness, Group Exercise and Wellness programs. The role is responsible for driving participation and service excellence outcomes, leading service improvement initiatives, managing business performance and budgets, and ensuring the delivery of contemporary, customer-focused health and wellness services across Glen Eira Leisure.

Key Responsibilities

- Lead the Health & Wellness team to deliver high-quality programs and services.
- Oversee Health and Fitness, Group Exercise and Wellness programs, ensuring services align with customer needs and industry trends.
- Develop and implement strategic, operational and business plans for Health & Wellness services.
- Monitor participation, customer feedback, service performance and key performance indicators, implementing improvements as required.
- Develop, monitor and forecast operational budgets in collaboration with the Business Operations Manager.
- Maintain awareness of industry trends and innovations to enhance programs and customer experience.
- Manage supplier contracts, service agreements and compliance requirements.
- Ensure marketing and promotional activities support participation and business objectives.
- Foster a culture of service excellence, accountability, collaboration and continuous improvement.
- Build and maintain productive relationships with members, instructors, suppliers, partners and internal stakeholders.
- Provide leadership, coaching and performance development to direct reports and broader teams.
- Ensure programs and services comply with relevant legislation, organisational policies and industry 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 teams, programs or services within health, fitness, wellness, recreation or leisure environments.
- Strong leadership skills with experience coaching, mentoring and developing high-performing teams.
- Demonstrated experience developing and managing operational budgets, forecasts and financial performance.
- Proven ability to analyse participation, customer and market data to inform planning and service improvement.
- Experience developing business plans, operational strategies, policies and procedures.
- Strong stakeholder engagement, relationship management and customer service skills.
- Highly developed communication, negotiation and conflict resolution skills.
- Demonstrated ability to manage competing priorities and deliver outcomes in a dynamic operational environment.
- Knowledge of contemporary health, fitness and wellness industry trends and service delivery practices.
- Sound understanding of risk management, workplace health and safety, child safety and relevant legislation.
- Experience managing contracts, suppliers or service providers.
- Understanding of the strategic objectives of Glen Eira Leisure and the ability to align services accordingly.

Qualifications

- Current Provide First Aid and CPR Certificate.
- Tertiary qualification in Business, Commerce, Recreation, Health, Fitness or a related discipline; or lesser formal qualifications with substantial relevant experience.
- Certificate III in Fitness, Fitness Leaders Course, Exercise to Music, Group Exercise Leader qualification or equivalent (desirable).

Who you will be working with

Internal relationships	• General Manager GEL • Business Services Manager • Health & Wellness staff • GEL and Council staff
External relationships	• Members and patrons • Suppliers and contractors • Industry partners • 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 Health & Wellness portfolio.
- Ensure services are delivered safely, effectively and within approved budget and policy frameworks.
- Provide specialist advice regarding health, fitness and wellness services.
- 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 and operational priorities.
- Identify opportunities to improve participation, customer experience and business outcomes.
- Apply professional judgement in managing customer, workforce and operational matters.
- Develop and review policies, procedures and service delivery practices.
- Respond appropriately to compliance, risk and safety matters.
- Support innovation and continuous improvement through planning, evaluation and data-driven decision making.

Compliance and Conditions of Employment

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

Position Description

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