

Position Description

POSITION TITLE:	Centre Manager Leisurelink Aquatic & Recreation Centre / Kardinia Aquatic Centre
POSITION NUMBER:	2049
DIVISION:	City Life
DEPARTMENT:	Leisure Services
CLASSIFICATION:	Band 8
REPORTS TO:	Swim, Sport & Leisure Facilities Lead
DIRECTLY MANAGES:	Centre Staff
INTERNAL LIAISONS:	Department staff and other Council staff
EXTERNAL LIAISONS:	Centre customers, suppliers, community groups, managers at other leisure centre facilities, precinct tenants, internal lease holders and members of the public
DATE:	July 2023

POSITION OBJECTIVES:

This is a diversified, dynamic and multi-functional position requiring the coordination of a City of Greater Geelong major leisure centre. The activities that the position is responsible for encompass a wide range of operations including indoor and outdoor pools, Learn to Swim, reception, gymnasium, group exercise, older adults, and crèche facilities.

The Centre Manager is also responsible for the management of operation budget, staffing, patron visitations exceeding 1million per year across the two sites. Recruitment and management of new staff, growth and retention of members and learn to swim students, asset management, developing and promoting innovative programs, strategic leadership role in safety, quality and customer service, and network activities.

The position will also be expected to form strong working relationships with the adjacent shopping centre and the library.

POSITION RESPONSIBILITIES:

Key Responsibilities:

Development of effective management strategies for the Centre

1. Identify, develop and implement centre and network operational policies and procedures.
2. Facilitate effective maintenance and presentation of the Centre including all plant, wet and dry areas, buildings, car parking and grounds facilities.
3. Ensure centre environment meets cleanliness and safety standards and is maintained and presented to a high quality.
4. Manage, maintain and replace when necessary Centre equipment.
5. Represent the interests of the Centre at meetings, promotions and other relevant functions agreed to by Council.

6. Prepare draft budgets and reports related to the operation of the venue.
7. Ensure customer service standards are maintained in accordance to Leisure Services and City's standards.
8. Provide leadership and direction to staff by taking responsibility for staff issues, rostering, employee development and performance.
9. Ensure that user groups, patrons, contractors and employees are provided with safe and healthy working environments and take immediate corrective action to remedy unsatisfactory or unsafe working conditions wherever possible.
10. Increase utilisation of the centre through the development and implementation of internal marketing plans and strategies.

Achievement of business plan objectives

11. Provide support for the implementation of programs related to patrons requirements, marketing and promotional plans for the Centre in accordance with key performance indicators.
12. Assist City to identify business opportunities and operational issues and recommend and implement solutions.
13. Review and report to the Manager Leisure Services in respect to the agreed Centre operational budget on a monthly basis or more frequently as required ensuring the financial operation of the Centre remains on track.
14. Maintain accurate financial and administrative records.

Effective liaison with User Groups

15. Develop strategies to foster positive and effective relations between patrons and the City to promote the efficient management and development of the Centre and the programs provided.
16. Support a community ownership philosophy, a commercial orientation and customer focus amongst the patrons, City, maintenance staff and volunteers.
17. Adhere to all Council's policies and procedures relevant to this position.
18. 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.

CHILD SAFE:

City of Greater Geelong is committed to being a child safe organisation and has zero tolerance for child abuse. The focus of our work is on children under the age of 18. We recognise our legal and moral responsibilities in keeping children and young people safe from harm and promoting their best interests. We have specific policies, procedures and training in place to support employees, volunteers and contractors to achieve these commitments. We create environments where all children have a voice and are listened to, their views are respected and they contribute to how we plan for, design and develop our services and activities.

We are committed to:

1. Preventing child abuse occurring within our services, programs and facilities.
2. Creating an organisational culture of child safety.
3. Setting clear expectations of employees, volunteers and contractors as to what is required to keep children safe.
4. Ensuring employees, volunteers, contractors are clear about their responsibilities when they suspect abuse of a child.
5. Ensuring all suspected abuse is reported and fully investigated.

DIVERSITY AND INCLUSION:

City of Greater Geelong recognises the value of the diversity and strength of Aboriginal and Torres Strait Islander cultures to the heritage of all Australians and encourages Aboriginal and Torres Strait Islander people to apply.

KEY SELECTION CRITERIA:**Qualifications:**

1. Tertiary qualifications in leisure or sports management.
2. Working with Children Check.

Essential:

3. Significant years experience in the leisure/sports industry in a management role.
4. Sound knowledge and experience in planning, marketing and program implementation and development.
5. Demonstrated staff management, leadership and problem solving skills.
6. Advanced communication skills, both written and oral.
7. Ability to understand, develop and implement policies and procedures as well as relevant legislation.
8. A sound knowledge of budgeting and related accounting practices.

ACCOUNTABILITY AND EXTENT OF AUTHORITY:

- Work autonomously but with established policies, procedures and budget to ensure achievement of department goals and objectives.
- Deliver outcomes/outputs according to plans and within budgets agreed between the Manager Leisure Services and Council.
- Ensure that there is sufficient qualified staff in attendance to operate the centre and to supervise users in accordance with industry and Council standards.
- Monitor all programs and activities to ensure that demand is met and that usage of the centre is optimised.
- Identify, develop and implement centre and network operational policies and procedures.
- Maintain expenditure and collect income on behalf of Council within the agreed operational, marketing and promotional budget
- 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, under delegation for the Manager Leisure Services, to make decisions such that are 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.
- To find timely solutions to problems and issues that arise at the Centre and at times across the network. 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.
- Nature of the work is specialised with methods, procedures and processes developed from theory or precedent. Problem solving may involve the application of these techniques to new situations.
- Advice and guidance is not always available and the position is responsible for decisions that can have a significant effect on programs being run and the public perception of the Centre.

SPECIALIST SKILLS AND KNOWLEDGE:

- Demonstrated facility management experience in the management of public community leisure and recreation facilities.
- Capacity to develop effective and productive partnerships with patrons, user groups, suppliers and employees.
- Ability to 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.
- Demonstrated understanding of the Local Government environment.
- Sound knowledge of budget and related accounting practices are required to meet operation reporting requirements.
- Ability to use personal computer and an understanding of word processing, spread sheeting and desktop publishing applications.

MANAGEMENT SKILLS:

- Ability to effectively plan, organise and manage own time as well as that of staff to achieve targets within a set timetable with conflicting deadlines and pressures.
- Understanding of and ability to implement Council's personnel practices including Equal Employment Opportunity and Occupational Health and Safety.
- Contribute to the development and implementation of long term staffing strategies including attraction and retention strategies, identifying employee learning and development opportunities and professional qualification requirements.
- Well developed skills in the management of human, physical and financial resources.
- Skills in effectively managing the performance of other staff.

INTERPERSONAL SKILLS:

- Ability to establish professional and friendly rapport with relevant Officers and internal and external contacts.
- Ability to establish rapport with employees to ensure efficient and effective operation of the Centre to meet agreed objectives and goals.
- Ability to liaise with counterparts within the Leisure Industry in Geelong and generally.
- Ability to market the Centre to prospective members in accordance with the established business and marketing plans.
- Ability to prepare reports for management as required.
- Ability to assist in drafting the business management and operational procedures and plans as required.
- Ability to draft correspondence on key operational matters relating to the Centre.