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| Yarra Logo | POSITION DESCRIPTION |

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| **POSITION TITLE:** | | Operations Coordinator | | | | | |
| **POSITION NO:** | | 705203 | **CLASSIFICATION:** | | | Band 7 | |
| **DIVISION:** | | City Works and Assets | | | | | |
| **BRANCH:** | | Recreation and Leisure Services | | | | | |
| **UNIT:** | | Yarra Leisure | | | | | |
| **REPORTS TO:** | | Centre Manager | | | | | |
| **POLICE CHECK REQUIRED:** | Yes | **WORKING WITH CHILDREN CHECK REQUIRED:** | | Yes | **PRE-EMPLOYMENT MEDICAL REQUIRED:** | | No |

*Yarra City Council committed to being a child safe organisation and supports flexible and accessible working arrangements for all.*

*This includes people with a disability, Aboriginal and Torres Strait Islanders, culturally, religiously and linguistically diverse people, young people, older people, women, and people who identify as gay, lesbian, bisexual, transgender, intersex or queer.*

*We draw pride and strength from our diversity, remain open to new approaches and actively foster an inclusive workplace that celebrates the contribution made by all our people.*

# POSITION OBJECTIVES

* Contribute to the strategic leadership of Yarra Leisure.
* Contribute to the delivery an outstanding leisure and recreation service and experience that meets the identified need of members and the broader Yarra community.
* Develop, implement and monitor the financial, business, workforce and strategic performance of the Operations business unit.
* Actively coordinate all strategic and operational aspects of the Operations business unit.
* To proactively lead and promote a positive work culture and staff wellbeing.

# ORGANISATIONAL CONTEXT

The Municipality is committed to efficiently and effectively servicing the community to the highest standards, protecting, enhancing and developing the City’s physical and social environment and building the population and business base. A major imperative of the Organisation is the introduction of a best value framework with an emphasis on customer service and continuous improvement.

Yarra Leisure is made up of a range of aquatic and leisure facilities: Richmond Recreation Centre, Collingwood Leisure Centre, Fitzroy Swimming Pool, Collingwood Estate Gym and the Burnley Golf Course. The services welcome almost 1million uses per annum and includes the key portfolios of health and fitness, aquatics, marketing, customer service and sales, operations and business development.

Yarra Leisure supports the City of Yarra’s health and wellbeing objectives and aims to encourage more people to be active more often in aquatics and leisure and are commitment to improving both the physical and mental health of the community.

# ORGANISATIONAL RELATIONSHIP

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| **Position reports to**: | Centre Manager |
| **Position Supervises:** | Operations Team Leader  Operational Service Officers  Operational Duty Managers  Duty Managers  Lifeguards |
| **Internal Relationships:** | All staff within the Recreation and Leisure Services Branch and Management and staff at all levels within the Council. |
| **External Relationships**: | Residents, rate payers, clubs, schools, other recreation service providers, relevant state and federal government departments, peak organisations, relevant unions, tertiary education institutions, consultants, contractors and sub-contractors |

# KEY RESPONSIBILITY AREAS AND DUTIES

* Work collaboratively with the leadership team to establish the strategic direction of the branch, centres and business unit areas.
* Develop and lead business strategy, projects and policy and utilise industry best practice to ensure the delivery of quality services, experiences and outcomes.
* Ensure that the range of programs and services encourage and support the health and wellbeing of the Community and are inclusive and responsive to the changing demographics of Yarra.
* Identify and develop funding applications that support the implementation of key strategic actions.
* Develop and implement performance reporting that tracks achievement of key performance indicators and monitor overall performance.
* Develop partnerships and relationships with internal and external stakeholders to increase service and community outcomes.
* Lead a positive, inclusive culture that values and develops people, promotes high performance, is customer focussed and accountable and reflects the values of City of Yarra.
* Implement effective people management practices that build a strong team culture and provides high quality centre operations and service provision.
* Oversea the recruitment, management, development and performance of staff to optimize satisfaction and productivity.
* Ensure all staff recognise the role they play in delivering a high quality service on behalf of council for the community.
* Provide a positive, harmonious, fair, supportive and motivating environment for staff to engage the principles of equal opportunity.
* Implement effective financial management practices.
* Oversee the development, implementation and reporting mechanisms of the annual budget to ensure budget targets are achieved.
* Review and manage contractor relationships and ensure ongoing compliance with Council’s policies and procedures.
* To coordinate all planning and service requirements of the Operations Portfolio across all Yarra Leisure facilities including: Policies, Pool Supervision and Safety, Cleaning and Maintenance, Management of Contractors, Safety Services, Asset Management, Capital works, Utilities, Certifications and Accreditations and Emergency Management.
* To coordinate the development, maintenance and enhancement of sound business systems and processes across Yarra Leisure, including the administration of the Yarra Leisure Quality Management System (AS/NZS 9001:2016) and Yarra Leisure OHS Management System (AS/NZS 4801: 2001) in accordance with Australian and International Standards.
* Lead the development, implementation industry certification and accreditation such as the Life Saving Victoria Platinum Pools Accreditation.

# ACCOUNTABILITY AND EXTENT OF AUTHORITY

* The Coordinator is directly accountable to a Centre Manager for the:
  + Efficient and effective management of the day-to-day operations of the Operations business unit.
  + Development and delivery of the Operations business plan and outcomes
  + Financial and operating performance of the Operations business unit.
* The freedom to act is set by policies, objectives and budgets and actions taken may have a significant effect on programs or projects being managed or on public perception of the wider organisation.
* This position has an input into policy development within the Recreation and Leisure Services Branch.

***Safety and Risk***

* Role model a Safety and Risk Management Culture through participation in relevant training and inductions; regular walk through; conscientious attention to safety and risk issues and incidents, and support of early return to work for injured workers.
* Minimise risk to all and provide a safe work place through building awareness of, and adherence to legislative requirements and Council policies and procedures.
* Ensure hazards are identified, incidents reported, assessments and investigations undertaken, staff trained, and where practicable, all matters which may impact on the safety of Council employees, community members, or Council assets and equipment resolved without delay.
* Ensure consultation with staff on OH&S issues as early as practicable, and monitor all Safety and Risk issues raised in team meetings.
* Ensure Risk Register is reviewed and updated regularly with progress towards best practice risk minimisation.
* Yarra City Council is committed to prioritising and promoting child safety. We adhere to the Victorian Child Safe Standards as legislated in the Child, Wellbeing and Safety Act 2005 and have robust policies and procedures in order to meet this commitment.

***Sustainability***

* Role model and support staff to embrace the following Sustaining Yarra principles through the work of the Branch:
  + Protecting the Future
  + Protecting the Environment
  + Economic Viability
  + Continuous Improvement
  + Social Equity
  + Cultural Vitality
  + Community Development
  + Integrated Approach

***Yarra Values***

* Champion behaviour which exhibits the following values which underpin our efforts to build a service based culture based on positive relationships with colleagues and the community. Conduct courageous conversations where necessary to ensure positive behaviour, and support supervisors to do the same. Build specific actions into Branch, Unit and individual performance plans to support continuous progress towards a positive culture.
  + Respect
  + Teamwork
  + Innovation
  + Sustainability
  + Accountability
  + Integrity

# JUDGEMENT AND DECISION MAKING

* The Coordinator is required to exercise independent professional judgment in evaluating and deciding on appropriate methods, procedures and practices for achieving Operations objectives and in applying and reviewing and recommending improvements to those methods, procedures and practices.
* The Coordinator is required to identify, analyse and develop strategies to increase the efficiency, effectiveness and competitiveness of the service.
* The Coordinator is required to make decisions ranging from those in relation to day to day operational and service problems, to decisions which safeguard the health and safety of all staff and members of the public who use the service
* Judgement and decision making may involve identification and analysis of an unspecified range of options before recommendation can be made.
* Guidance is not always available within the organisation in time to make a decision.

# SPECIALIST KNOWLEDGE AND SKILLS

* Experience in the leisure industry and detailed knowledge, skills and experience in the operation of a Leisure Centre, including the particular areas of: assets and facilities, plant and equipment, pool and spa chemistry, purification, filtration and heating.
* Comprehensive knowledge of the OH&S Act, LSV guidelines, Platinum Pools, Quality Assurance, industry guidelines, regulatory requirements and accreditations, and how they apply in large aquatic and leisure facilities
* Well-developed understanding of the operations of the leisure, recreation and/or hospitality industries.
* Strategic thinking with the ability to operationalise business plans and measure performance.
* Knowledge of and familiarity with the principles and practices of budgeting and relevant accounting and financial procedures.
* A thorough understanding and commitment to the requirements of the OH&S Act, risk management and quality assurance.
* Demonstrated partnership development and stakeholder management skills
* Demonstrated analytical, negotiation and problem solving skills when searching for solutions and opportunities.
* Demonstrated ability to remain abreast of contemporary industry standards and practices.
* Extensive and demonstrated proficiency with computers and using Microsoft Office and Links or other centre and payment management software
* An understanding is required of the long term goals of the wider organisation and of its values and aspirations and of the legal and political context in which Council operates.
* Experience in workplace training and assessment

# MANAGEMENT SKILLS

* Demonstrated experience and success in business and commercial management
* Demonstrated financial management skills, the capacity to manage a budget and ability to formulate, apply, monitor, review and revise budgets.
* Possess skills in advocacy, report writing and representation of the service to Council and the community.
* Demonstrated experience in contemporary people management and high-level competency in managing and coordinating large, multi-disciplinary staff team members and complex services.
* Required to contribute to long term staffing strategies.
* Proven experience in building high performing teams that support the implementation of priorities that deliver business and community outcomes.
* Demonstrated skills in managing time, setting priorities and planning and organising one’s own work and that of other employees so as to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timeframe despite conflicting pressures.
* Ability to manage change in a resource constrained environment.
* Requires an understanding of and the ability to implement personnel policies and practices including awards, equal opportunity and occupational health and safety policies, recruitment and selection procedure and techniques, position descriptions and employees development plans.
* Demonstrated understanding and experience in emergency management, risk management, and OHS.

# INTERPERSONAL SKILLS

* Highly developed oral and written communication management skills
* Ability to gain co-operation and assistance from members of the public and other employees in the operations of the facilities and providing a service to the community.
* Effectively resolve conflict and negotiate mutually beneficial outcomes.
* Be able to lead, motivate, develop and inspire a large staff to achieve objectives.
* Have a can-do attitude that shows flexibility, willingness and tenacity to meet expectations.
* Ability to work collaboratively across Yarra in developing the business

# QUALIFICATIONS AND EXPERIENCE

* Tertiary qualifications in a relevant discipline with several years’ experience or extensive experience within a Recreation / Leisure facility or similar venue that provides a service to the community.
* Extensive knowledge of appropriate business systems, standards and accreditations for facility operations - Pool Supervision, Cleaning and Maintenance, Contract Management, Safety Services, Asset Management, OHS, Quality Assurance and industry codes of practice and standards.
* Knowledge or experience of industry standards of operation coupled with the ability to understand budget planning and monitoring.
* First Aid, CPR & WWC
* Current Pool Lifeguard qualification and Pool Operations Certificate *(or intention to gain within first 3 months)*
* Experience in managing a team of staff.
* Experience in the management of pool plant and other aquatic and recreation equipment.
* Certificate 3 or 4 in training and assessment

# KEY SELECTION CRITERIA

* Demonstrated experience in a health and fitness, leisure, recreation, business or a similar field and/or significant experience and proven achievement in working in a facility of a similar size and profile.
* Demonstrated experience in managing a team with the ability to demonstrate emotional intelligence and sound judgement with a proven track record in delivering positive outcomes.
* Strategic thinking capabilities with demonstrated experience and success in business management, strategic planning and financial management.
* Project management experience with the ability to integrate capital and operational improvements across the branch.
* Demonstrated experience in developing relationships and negotiating positive workforce, business and community outcomes.