

Job title: Active Whitehorse Facilities Manager	
Classification: Senior Executive Officer	Effective Date: January 2026
Reports to: Department Manager	Tenure: Permanent
People Leader to: Aqualink Manager, Coordinator Community Facilities, Coordinator Customer Experience & Special Projects, Coordinator Partnerships & Community	

About Us:

At Whitehorse City Council, community is at the heart of everything we do. We aspire to be a healthy, vibrant, prosperous and sustainable community. We enable this through strong leadership and community partnerships. Our transformation is supporting us to respond to the evolving changes that impact our organisation and needs of our community.



City of Whitehorse is a culturally and linguistically diverse community. We are proud of the diversity of our workforce and recognise the strength this provides in meeting the needs of our community. We are committed to upholding a safe, inclusive and respectful workplace that values the contribution of all.

Whitehorse City Council is committed to being a child safe organisation. We recognise our responsibilities to keep children and young people safe from harm and have established policies, procedures and training to achieve these commitments.

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. Our employees 'live' these shared values. In living these values, we also ensure that everyone has a voice and that everyone matters.

Collaboration

We work flexibly together to achieve outcomes and solve problems.

Respect

We actively listen, value diversity and care.

Excellence

We adapt, respond, learn and grow.

Accountability

We take responsibility and follow through on our promises.

Trust

We act with integrity and are empowered to make decisions.



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Position description

Goal Statement

The Active Whitehorse department's purpose is to empower, activate and connect our community.

The position is responsible for supporting the Active Whitehorse Team in relation to the direct management and operational delivery of all Council sport, recreation and leisure facilities, including those managed directly, those managed under major contract or lease, and those casually available to the community.

The primary purpose of this position is to strategically manage, plan and coordinate Active Whitehorse Facilities Team to enable the achievement of Council's Strategic direction and Transformation objectives.

As a member of Council's leadership, actively support organisational performance and progress.

A Senior Executive Officer is responsible for the management and leadership of all unit functions. This includes active supervision of resources to deliver services, meet customer service standards and achieve strategic objectives.

Key Responsibilities

Position Specific Responsibilities:

Leadership & Strategic Management

- Provide strategic and operational leadership for Council's portfolio of sport, recreation, and leisure facilities, ensuring alignment with Council's endorsed strategies and plans.
- Lead planning, service design, and delivery of diverse facility management models to ensure sustainable, community-focused, and financially responsible operations.
- Contribute to the development and implementation of Council-wide strategies and policies that enhance participation, inclusion, and wellbeing through sport and recreation facilities.
- Monitor sector trends, community needs, and emerging technologies to inform strategic planning and facility development.



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Facility Operations & Management Models

- Oversee the direct operation and performance of Council-managed aquatic, recreation, and leisure facilities to ensure safe, efficient, and high-quality service delivery.
- Lead contractual and relationship management for major facilities operated under lease or partnership agreements, ensuring compliance and performance against key outcomes.
- Develop and implement the most appropriate management and governance models for current and future facilities, balancing community access, financial sustainability, and risk management.
- Coordinate the development of facility asset management plans, maintenance schedules, and renewal strategies in collaboration with Property and Asset Management teams.
- Ensure compliance with all relevant legislation, regulations, and Council policies relating to facility operations, safety, and risk management.

Community Activation & Access

- Drive the activation of Council's sport and recreation assets—including casual use of ovals, pavilions, and community spaces—through programs and partnerships.
- Lead the design and delivery of outreach programs and community activation initiatives that encourage participation, inclusion, and connection.
- Support the use of facilities for events, tournaments, and community celebrations that enhance local identity and engagement.

Partnerships, Engagement & Collaboration

- Build and maintain strong, collaborative relationships with community clubs, sporting associations, user groups, and regional or state sporting bodies.
- Lead the development of community partnerships that support the sustainable use, activation, and management of Council facilities.
- Represent Council in cross-sector partnerships and forums to advance community recreation outcomes.
- Coordinate communication and engagement strategies to support stakeholder understanding of facility changes, developments, or opportunities.



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Business Performance & Service Improvement

- Oversee operational and financial performance across all leisure facilities, ensuring services are efficient, sustainable, and meet community expectations.
- Develop annual business and marketing plans to maximise participation, membership, and program outcomes.
- Monitor and report on key performance indicators, community satisfaction, and participation trends.
- Identify and implement continuous improvement initiatives that enhance customer experience, accessibility, and operational excellence.

Planning & Future Development

- Provide expert advice to inform the design, development, and redevelopment of facilities to meet current and future community needs.
- Collaborate with internal departments (Planning, Infrastructure, Parks & Natural Environment, Community Development) to deliver integrated, sustainable, and accessible recreation infrastructure.
- Contribute to the preparation of business cases and funding submissions for major projects.
- Submit and acquit external funding, building relationships ongoing to support future advocacy

Governance, Compliance & Risk Management

- Ensure facility operations comply with relevant legislation, Council policies, and risk management frameworks.
- Oversee implementation of health and safety, child safety, and emergency management procedures across all facilities.
- Prepare Council reports, performance summaries, and strategic recommendations for executive and Council consideration.
- Maintain accurate records, data, and systems for governance, audit, and reporting purposes.

Team Leadership & Culture

- Lead, mentor, and develop a multidisciplinary team responsible for leisure facility operations, contracts, and community activation.
- Foster a culture of accountability, innovation, and customer focus consistent with Council's organisational values.



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- Provide professional guidance and development opportunities to enhance staff capability and leadership across the portfolio.

Self-Leadership:

- Formulate effective working relationships, build trust and gain confidence across all levels of organisation and external contacts.
- Clearly communicate information to a range of audiences.
- Negotiate, problem solve and influence in pursuit of unit/ team and organisational objectives. Model initiative and decisiveness.
- Apply and share knowledge gained through experience and exposure to experts, colleagues and stakeholders.
- Manage a dynamic workload with competing priorities and operate independently effectively under pressure.
- Actively seek, reflect and act on feedback, showing a clear capacity and willingness to modify behaviour. Apply strengths and mitigate weaknesses and limitations.
- Proactively seek opportunities for development and growth.
- Values driven actively modelling integrity, equity, fairness and transparency.

People Leadership:

- Manage and oversee the setting of goals in line with Council and unit/ team strategies and plans, expectations and providing performance guidelines.
- Sharing expertise in area of discipline to develop the professional skills of others across unit/ team and as relevant, the organisation to ensure Council builds expertise and capability.
- Lead unit/ team planning, budgets and reporting, including evaluating progress, results and trends.
- Provide equitable and sound people leadership, (including ensuring appropriate training, development, and motivation) to ensure that unit/team performance is measured and proactively managed.
- Lead, motivate and develop people to improve culture, engagement and performance, aligning people and organisational goals.
- Foster an environment that encourages new ideas and provides support for the development of emerging skills.
- Actively assist with the delivery of Council's key priorities and ensure effective monitoring and reporting of progress.

- Act as the ambassador for organisational culture and values. Ensure values are embedded and upheld by role modelling constructive behaviours to build trust and support high standards of performance.

Unit/ Team Leadership:

- Plan, seek, allocate and monitor resources to achieve service outcomes on time and on budget.
- Manage unit/ team performance against expectations of service.
- Think and act strategically, particularly in relation to unit/ team level strategies, programs and approaches.
- Leverage external networks to ensure Council's service planning and delivery maintains pace with industry leaders.
- Identify and develop changes to policy and procedure in areas of responsibility through a lens of continuous improvement

Organisational Leadership:

- Ensure implementation and compliance of organisational policy, legislative and regulatory requirements.
- Exercise financial management responsibilities and financial and P&C delegations when required.
- Make a considered and strategic contribution to the development and enablement of Council vision, direction and goals to serve the community and advance the organisation recognising an evolving Local Government context.
- Lead in the spirit and practice of Council's Values and Code of Conduct, Collective Agreement and applicable policies, procedures and practices.
- Oversee team/ unit awareness of and compliance with relevant regulations and legislation.
- Ensure that risk management principles are adopted in all decision-making processes within the team.
- Undertake identification, reporting and resolution of risk management activities (including that staff are appropriately trained) and ensure that all relevant operating procedures provide for a safe working environment.
- Oversee appropriate care and use of relevant assets and equipment.
- Report any matters that may impact on the safety of Council employees or citizens, assets and equipment.

- Support, enable and encourage strategies and actions identified in Council's Gender Equality Action Plan (GEAP) to improve workplace gender equality.
- Champion a safe environment for children and young people in accordance with Council's commitment to Child Safety.
- Other duties as directed within the skills and capabilities of a position at this level.

Accountability and Extent of Authority

Budget:

Manage the preparation, monitoring and financial reporting of the Active Whitehorse Facilities operational budget. Also responsible for overseeing and monitoring of capital works budgets for specific projects.

Staff Responsibility:

The position is responsible for the management and leadership of the Active Whitehorse Facilities unit, currently including 4 direct reports.

The position will also manage consultants, contractors, interns, casual staff and student placements, as necessary to ensure the delivery of contracted outcomes. Required to develop and monitor performance objectives.

Judgement and Decision Making

- Exercise sound judgment and solve complex problems.
- Make decisions independently and take an innovative approach. Decisions made by the position have significant effect on the unit, and the organisation.
- Effectively manage complex, sensitive and confidential situations applying sound judgement and discretion, of which guidance may not always be available within the organisation.
- Provide guidance and leadership to the unit and, as relevant, to the organisation as relevant.
- The position requires decision making based on an understanding and knowledge of Council's goals and objectives.
- This position is required to review and recommend policy and planning options for use of recreational facilities and open space, within an environment where

stakeholders have conflicting interests. Guidance will not always be available within the organisation.

- Independent judgment and adaptability to evaluate and decide on appropriate methods, procedures and practices for achieving objectives. Ability to think laterally and provide innovative responses and recommendations to achieve
- Freedom to act is governed by broad goals, policies and budgets with periodic reviews to ensure conformity with those goals and a reporting mechanism to ensure adherence to budgets. Decisions and actions taken may have a substantial effect on the operational unit being managed or on the public perception of the wider organisation.
- Freedom to act is governed by the goals and policies of the organisation and by statute and subordinate legislation. Decisions and actions taken at this level may have a substantial effect on the community or sections of it.
- Freedom to act is wide and limited only to the areas nominated by Employer or the corporate management. The advice and counsel provided by this position is relied upon for guidance and part-justification for adopting particular policies the impact of which may be substantial upon the organisation and/or the community.

Specialist Knowledge and Skills

Certificates/Licences and Experience:

- Understanding and knowledge of service delivery for community sport, recreation and open space within the local government context
- Highly developed analytical and investigative skills to enable the formulation of policy options within an environment of competing demands
- Knowledge of financial accounting principles, practices and procedures
- Demonstrated excellence in communication, engagement and conflict resolution
- A valid Victorian driver's licence or the ability to be able to travel across the municipality and city, as required for work.
- Satisfactory National Criminal History Check
- Working with Children Check

Qualifications and Experience

- Tertiary qualification in sports management, recreation, leisure studies or a related discipline combined with project management experience and significant experience in recreation planning and operations within the local government context



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- Extensive experience in the provision of relevant advice within a political environment
- Excellent written and oral communication skills to enable preparation of comprehensive and accessible reports, presentations and correspondence
- Ability to build and maintain effective working relationships with Council departments, Councillors, sporting clubs, professional bodies and other key stakeholders
- Ability to provide excellent customer service, negotiate and liaise effectively with internal and external stakeholders to achieve community outcomes
- Excellent negotiation, influence and persuasion skills with the ability to use discretion and judgement in a complex business and political environment
- Extensive and diverse experience in management community consultations including excellent facilitation, negotiation, problem solving, relationship management and advocacy skills
- A relationship builder who strives to develop and maintain positive relationships within a political environment
- Extensive demonstrated ability to build and sustain trusted working relationships with organisational Senior Leaders and peers
- Ability to lead, motivate and liaise with Officers and contractors to ensure the successful resolution of conflict and achievement of objectives.
- Using appropriate interpersonal styles and techniques to gain acceptance of ideas or plans; modifying one's own behaviour to accommodate tasks, situations, and individuals involved.
- A demonstrated ability to consider multiple perspectives and consider complex information within a multifaceted and complex changing environment, to create viable options and plans to address objectives.

Key Relationships:

- **Internal:** Liaises with and advises staff at all levels up to and including Managers, the Chief Executive Officer and Councillors.
- **External:** The incumbent is required to liaise with, negotiate and maintain a professional relationship with Government agencies, other Municipalities, contractors, professional associations, community groups and residents and may be required to represent Council on community committees and working parties.

Management Skills

- Ability to effectively plan, prioritise and manage multiple tasks in a changing environment to achieve targets within tight timelines and adapt to urgent priorities.
- Demonstrated ability to lead, develop, train and motivate team members to achieve required outcomes in a complex competitive environment.
- Capable of managing complex collaborative projects including consultants, contractors, the community, and multiple partners across the organisation
- A strong conceptual and strategic thinker with excellent problem solving and decision-making abilities.
- Ability to formulate and manage budget on Council's financial management systems to ensure compliance with budget cycle requirements and to reflect the most up to date and accurate presentation of the status of projects.
- Establish courses of action for self and others to ensure that work is completed efficiently
- Set high standards of performance for self and others; assume responsibility and accountability for successfully completing assignments or tasks; and self-impose standards of excellence.

Notes and Comments:

- The incumbent may be required to work from different locations within the municipality.
- The incumbent may be required to attend out of hours work meetings (e.g. Council briefings and meetings).

Key Selection Criteria

1. Tertiary qualification in sports management, recreation, leisure studies or a related discipline combined with project management experience and significant experience in recreation planning and operations within the local government context.
2. Demonstrated ability to lead, develop, train and motivate team members to achieve required outcomes in a complex competitive environment.



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3. Sound performance history in overseeing operational and financial performance across leisure facilities, ensuring services are efficient, sustainable, and meet community expectations.
4. Sound performance history in developing business strategies and plans to maximise participation, membership, and program outcomes.
5. Sound project management skills with a history of delivering outcomes to budget, timelines and stakeholder satisfaction.



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Leadership

Manage and Develop People: Engages and motivates staff, develop capability and potential in others.

Creates a climate in which people across the organisation want to do their best.

Leads engagement in effective performance management, development planning and talent identification.

Drives executive capability development and ensures effective succession management practices.

Creates a climate in which senior staff value regular feedback, continuous learning and new experiences Ensures workforce management systems, policies and practices are inclusive of all individuals.

Plans for future workforce capability needs including developing partnerships Instils a sense of urgency around addressing performance problems among leaders in the organisation.

Inspire Direction & Purpose: Communicates organisational goals, priorities and vision and recognise achievements

Articulates a shared vision of the organisation's future, described in measurable terms, and communicates the way forward.

Actively drives alignment of policy and practices with strategy.

Generates enthusiasm and commitment to goals and cascades understanding throughout the organisation.

Communicates the context and parameters surrounding organisational strategies.

Celebrates success and high performance and supports regular workplace activities to build a positive culture.

Optimise Workforce Contribution: Hires and deploy people effectively and apply sound talent management and workforce planning principles.

Ensures that operating models, systems, processes and workforce structure are aligned to key organisational strategies.



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Oversees the workforce management strategy to ensure the organisation is the right size and shape to deliver outcomes.

Champions the benefits of diversity and ensures hiring practices attract diverse applicants and minimise selection biases.

Ensures talent management processes and resources are in place to inform L&D priorities, investment decisions and succession planning.

Facilitates partnerships with other organisations to strengthen workforce capability.

Lead and Manage Change: Initiates, supports and champions change, assist others to accept and engage with change.

Communicates a compelling case for change and articulates vision, objectives and benefits for different audiences.

Analyses the change context to develop the right change approach for the organisation, community and region.

Ensures regular communication throughout the change effort to build awareness, understanding, support and commitment.

Ensures organisational structures, systems, processes and leadership are aligned to support and embed changes.

Anticipates, plans for and addresses cultural barriers to change.

Conditions of Employment

Conditions of employment are in accordance with the Whitehorse City Council Collective Agreement and Code of Conduct.

Applicants will require the following:

- Identify check.
- Criminal History Check - renewal required every 10 years.
- Working with Children Check - renewal required every 5 years.
- Psychometric Assessment.
- Right to work in Australia.
- Credit History Check – applicable roles only.
- Qualification/ Certification – applicable roles only.
- Driver's Licence – applicable roles only.

Physical Requirements

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
Kneeling/Squatting Tasks involve flexion/bending at the knees, ankle, and waist in order to work at low levels.		Sometimes	
Hand/Arm Movement Tasks involve use of hand/arms	Keyboard, writing, carrying office supplies	Often	
Bending/Twisting Tasks involve forward or backward bending or twisting at the waist.		Never/rarely	
Standing Tasks involve standing in an upright position	May work at sit/stand desk, make presentations	Sometimes/often	
Reaching Tasks involve reaching above head, and above and equal to shoulder height		Never/rarely	
Walking Tasks involve walking on slopes and walking whilst pushing/pulling objects		Sometimes/often	



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Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
Lifting/Carrying Tasks involve raising, lowering and moving objects from one level position to another	Office equipment. Not heavy	Sometimes	
Pushing/Pulling Tasks involve pushing/pulling away, from and towards the body		Never/rarely	
Keyboard Duties Tasks involve sitting at workstation and using computer.	A large portion of the work will involve using a computer sitting at a work station.	Often	
Satisfactory Vision Standard of vision required equal to that required for driver's licence		Often	

Any other relevant comments: