

WHITEHORSE CITY COUNCIL

Position description

Job title: Administration Manager	
Classification: Band 6 Annualised	Effective Date: October 2023
Reports to: Leisure Centre Manager	Tenure: Fixed Term Full Time

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.

We strive to stay ahead of evolving changes and needs of our community.

Our five key principles empower our employees to be innovative and to provide an excellent customer experience. We are a resilient organisation where everyone belongs.



Excellent Customer Experience and Service Delivery



Great Organisational Culture



Innovation and Continuous Improvement



Good Governance and Integrity



Long Term Financial Sustainability

CREATe - Our Values and Behaviours:

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.



Goal Statement

Manage the effective and efficient delivery of customer service, retail operations, business administration, internal marketing, membership retention systems and services to ensure high quality service is provided at Aqualink.

Key Responsibilities

Position Specific Responsibilities

- Manage the Customer Service under the principles of best practise and following relevant guidelines and regulations.
- Manage the memberships to ensure high quality service and member retention.
- Manage the Leisure point of sale contract to ensure high quality service to patrons and accurate reporting functions.
- Responsible for the ongoing planning, strategic development, implementation, supervision and evaluation of program activities undertaken in the area.
- Provide leadership and direction to direct reports and the wider leadership team including recruitment, training and development.
- Oversee the development and management of staff rosters according to customer demand, budgets and organisational practice.
- Develop and monitor the area budget and business plan in conjunction with the Leisure Centre Manager.
- Complete capital works request and undertake project management and/or monthly monitoring to ensure that operations are within budget parameters.
- Provide input into centre operational policy and procedures.
- Foster positive and effective relations between stakeholders and industry contacts to promote the efficient management and development of Aqualink.
- Ensure the accurate, efficient and timely completion of all reports, internal and external communication for the area to meet organisational reporting requirements.
- Keep abreast of trends in the industry.
- Positively promote Aqualink and Aqualink programs.
- Engage with members and patrons to maintain relationships and facilitate retention with regular users.
- Liaise with and supervise contractors.
- Coordinate and/or participate in various projects and programs across the Centres as required.
- Ensure all employees are working in accordance with safe work practises and in the safe operation of equipment and OHS policies and procedures.
- Provide excellent customer service to all patrons in accordance with Centre policies and respond to customer feedback relating to relevant area.



- Contribute to the development of Centre marketing plans.
- Ensure routine cleaning and maintenance tasks are performed to ensure the area is clean and maintained to a high standard.
- Treat all patron information in accordance with the Privacy Act.
- Ensure the safety of patrons in the area and respond to first aid and emergency situations in accordance with Centre procedures.
- Act as Area Warden in emergency evacuations as required.
- Administer purchase orders and invoices related to the area.
- Develop and maintain effective working relationships with the Leisure Facilities Leadership Team to facilitate efficiencies and consistency across centres.

Corporate Responsibilities

- Ensure adherence to all Corporate Policies, Procedures and the Organisational Goals and Values Principles in the current Whitehorse City Council Collective Agreement by all staff under supervision.
- Ensure the organisation is aware of and compliant with relevant statutes and legislation.
- Identify and develop changes to policy and procedure in areas of responsibility.
- 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.
- Apply sound financial management techniques to team budget processes.
- Provide equitable and sound supervision of staff, (including ensuring appropriate training, development and motivation) to ensure that team KRA's are met and contribute to the strategic objectives of the team.
- Ensure appropriate care and use of assets and equipment.

Authority

Budget: The position has the authority to administer purchase orders and invoices relating to the area. The position is responsible for developing and monitoring the area budget with the oversight of the Leisure Centre Manager.

Staff responsibility: The position is responsible for the management of the Administration Coordinator, Customer Service Team Leader, Memberships Services Coordinator and general supervision of the memberships and customer service teams.

Decision Making:

- The position has the authority to act within clear objectives and budgets.



- The work may involve improving and/or developing methods and techniques generally based on relevant experience.
- Problems encountered are occasionally of a complex or technical nature and some creativity and originality may be required.
- Will liaise with the Leisure Centre Manager on any significant issues.
- Guidance and advice would usually be available within the time required to make a choice.

Key Relationships

- The position will liaise with the Leisure Facilities Leadership Team, senior staff, patrons, suppliers, contractors, peak industry bodies and consultants.
- This position is required to build and maintain professional relationships with patrons, contractors, suppliers, service providers, professional bodies, schools, sporting clubs and community groups.

Role Requirements (Essential)

Qualifications/Certificates/Licences and Experience

- Relevant tertiary qualification in business administration or related field or lesser formal qualifications with substantial relevant experience.
- A comprehensive knowledge of the technical and operational aspects of customer service, sales, administration, membership retention, including managing a large workforce of permanent and casual staff.
- Demonstrated experience in staff supervision and training and development.
- Demonstrated experience in budget preparation and monitoring.
- HLTAID001 Provide CPR (or willing to obtain as part of employment).
- HLTAID003 Provide First Aid (or willing to obtain as part of employment).
- 22300VIC Anaphylaxis qualification (or willing to obtain as part of employment).
- 22282VIC Asthma qualification (or willing to obtain as part of employment).
- Satisfactory National Criminal History Check.
- Working with Children Check (or willing to obtain as part of employment)

Technology

- Proficiency in the application of the Microsoft Office suite of applications.
- Experience with point of sales software system and database management preferable PGS

Interpersonal

- Excellent oral and written communication skills to enable positive interaction with and obtain the cooperation and assistance from patrons, members of the public and employees.



- Ability to write reports and prepare correspondence.
- Excellent presentation skills.
- Ability to resolve complex problems relating to the administration and reception area and intra-organisational problems.
- Appreciation of the different needs of individuals and the ability to convey tolerance and sensitivity to patron's values and beliefs.

Leadership/management:

- Ability to work as part of a team and individually in a largely autonomous role.
- Ability to manage own time, set priorities and plan and organise one's own work and that of supervised employees to achieve the set objectives of the team in the most efficient way possible within the resources available and within a set timetable.
- Ability to provide direction, mentoring, leadership and structured training to the team.
- Understanding of and ability to implement People and Culture and OHS policies and practices relevant to the role.
- Oversee the recruitment, leadership, training and development of staff.
- Friendly, enthusiastic and professional approach.

Role Requirements (Desirable)

- SISSS00111Pool Lifeguard qualification.

Notes and Comments

- This position may form part of the Leisure Facilities on call roster (depending on qualifications).
- The position may be required to attend out of hours meetings, training sessions and events.
- The position may be required to work from different locations within the municipality.
- The position may be required to work shifts anywhere within the Centre's ordinary spread of hours, excluding events and emergency situations where hours may be outside of the below spread:
 - Monday to Friday 4.30am – 11.30pm
 - Saturday 4.30am – 10.30pm
 - Sunday 7.00am – 10.30pm
- The position requires work on a rotational weekend basis (10 weekend days per year).



Key Selection Criteria

1. Demonstrated experience in management of a customer service function including merchandise and cash handling
2. Demonstrated experience in management of a membership function including membership sales and retention.
3. Demonstrated experience in leading a team of permanent and casual staff and providing clear direction, mentoring, training and facilitating professional development opportunities.
4. Demonstrated capacity to contribute to the development and monitoring of budgets and preparing area financial summary reports.
5. Demonstrated performance as an effective team player with capacity to be an active member of the Leisure Facilities Leadership Team.



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.	✓	Performed Sometimes	
Hand/Arm Movement Tasks involve use of hand/arms	✓	Performed Often	
Bending/Twisting Tasks involve forward or backward bending or twisting at the waist.	✓	Performed Sometimes	
Standing Tasks involve standing in an upright position	✓	Performed Often	
Reaching Tasks involve reaching above head, and above and equal to shoulder height	✓	Performed Sometimes	
Walking Tasks involve walking on slopes and walking whilst pushing/pulling objects	✓	Performed Often	
Lifting/Carrying Tasks involve raising, lowering and moving objects from one level position to another	✓	Performed Sometimes	
Pushing/Pulling Tasks involve pushing/pulling away, from and towards the body	✓	Performed Often	



Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
Keyboard Duties Tasks involve sitting at workstation and using computer.	✓	Performed Often	
Satisfactory Vision Standard of vision required equal to that required for driver's licence	✓	Rarely Required	

Any other relevant comments: