

<b>Job title:</b> Community Facility Operations Coordinator	
<b>Classification:</b> Leisure Facilities Employee rate : Operations Coordinator rate	<b>Effective Date:</b> March 2026
<b>Reports to:</b> Coordinator Community Facilities	<b>Tenure:</b> Permanent 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

The Active Whitehorse Department's mission is to empower, activate and connect our community.

This position will coordinate the daily operations of Sportlink and the Nunawading Community Hub ensuring facility presentation and security, effective maintenance systems, efficient and quality programs and services relating to stadium usage and room hire.

## Key Responsibilities

### *Position Specific Responsibilities*

- Coordinate the daily operations of Sportlink and the Nunawading Community Hub ensuring a high level of service to tenants, user groups and the wider community
- Ensure a responsive, efficient and quality customer service approach for internal and external stakeholders ensuring a positive experience
- Oversee maintenance, regulatory requirements and contractor work across both sites.
- Develop, review and streamline systems and processes within the facilities to ensure flexible and responsive service delivery.
- Provide leadership and coordinate the recruitment, induction, training, development and performance of area staff.
- Assist in the ongoing planning, strategic development, implementation, supervision and evaluation of program activities undertaken in the area.
- Provide input to the Centre's budgets and capital works request and undertake project management and/or monthly monitoring to ensure that operations are within budget parameters.
- Coordinate the rostering of daily and seasonal workflows in the facilities.
- Participation in the area roster as required.
- Support the bookings officer in processing bookings including invoicing for Council's leisure facilities
- Ensure the safety of patrons in the Centres, respond to first aid and emergency situations and provide guidance and support to staff responding to first aid and emergency situations in accordance with procedures
- Provide support to staff as required including reception duties, stadium and room sets ups
- Ensure the accurate, efficient and timely preparation of all reports, internal and external communication for the areas.
- Keep abreast of trends in the industry.
- Liaise with and supervise contractors.
- 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 users in accordance with Centre policies and respond to customer feedback
- 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 user information in accordance with the Privacy Act
- Act as Area Warden in emergency evacuations as required.
- Manage effective administrative systems and practices which include finance, purchasing and maintenance requests
- Develop and maintain effective working relationships with the Active Whitehorse 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.

### **Accountability and Extent of Authority**

**Budget:** The position has the authority to administer purchase orders and invoices relating to the area. The position is responsible for monitoring the area budget and will provide the manager with program specific information to assist in the development of the budget.

**Staff responsibility:** This position is responsible for the direct supervision of the Duty Officers.

### **Judgement and Decision Making**

- The position has the authority to act within operational guidelines and procedures.

- The work may involve solving problems, using procedures and guidelines and the application of professional or technical knowledge or knowledge acquired through relevant experience.
- The position has the authority to select the particular technique, system, method, process or equipment to be used from a range of alternatives in order to achieve Centre objectives.
- Problems encountered are occasionally of a complex or technical nature and some creativity and originality may be required.
- Any issues that arise that are outside the scope of the position are referred to the Coordinator Community Facilities.
- Guidance and advice would usually be available within the time required to make a choice.

## Specialist Knowledge and Skills

### Certificates/Licences and Experience:

- Demonstrated successful experience and achievement in community/leisure facility operations.
- Demonstrated experience and achievement in team supervision and performance management, staff training and development.
- Demonstrated successful time management and work prioritisation skills.
- Demonstrated experience in the management of contractors.
- 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.
- Satisfactory National (and International as applicable) Criminal History Check.
- Working with Children Check.
- A valid Victorian driver's licence, or the ability to travel around the municipality and city, as required for work.

### Technology:

- Proficiency in the application of the Microsoft Office suite of applications
- Thorough understanding of Point of Sale systems (Perfect Gym Solutions would be advantageous) and database management
- Understanding of purchasing systems and processes

### Other Technical Skills:

- Demonstrable skills in delivering excellent customer service.
- Excellent administration skills
- Good public relations skills

- Demonstrated ability in resolving complex operational problems relating to the operation of a Stadium/multi purpose facility.

### **Interpersonal Skills**

- Ability to resolve problems relating to leisure facilities.
- Appreciation of the different needs of individuals and the ability to convey tolerance and sensitivity to patron's values and beliefs.
- Ability to resolve issues and conflicts and gain the cooperation and assistance of clients, other employees and members of the public.
- Excellent oral and written communication skills to enable effective customer service, positive interaction with and the ability to obtain cooperation and assistance from tenant and community groups, members of the public and employees.
- Ability to write reports and prepare correspondence.
- Excellent presentation skills.

### **Key Relationships:**

Internal - The position will liaise with Active Whitehorse team members and other departments within Council

External - This position is required to build and maintain professional relationships with tenant and community groups, contractors, suppliers, service providers, professional bodies, schools, sporting clubs and general users.

### **Management Skills**

- Previous successful experience in the supervision of employees.
- The 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, leadership and structured or on the job training to the team.
- Understanding of and ability to implement People and Culture and OHS policies and practices relevant to the role.

### **Notes and Comments**

- The position requires work on a rotational weekend basis (10 weekend days per year).
- This position will be required to be "on call" on a rotating basis approximately 17 weeks.

- The position includes inherent physical requirements. Please refer to the Physical and Functional Requirements Checklist for more information. Short listed candidates may be required to attend a pre-employment medical examination.
- The position may be required to attend out of hours meetings and training sessions.
- 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 8.00am – 11.30pm
  - Saturday 7.00am – 10.30pm
  - Sunday and public holidays 7.00am – 10.30pm

### Key Selection Criteria

1. Demonstrated successful experience and achievement in Community/Leisure facility operations
2. Demonstrated experience and achievement in team supervision, performance management and staff training and development
3. Demonstrated ability in resolving complex operational problems relating to the operation of a Community/Leisure facility.
4. Demonstrated successful time management and work prioritisation skills.
5. Demonstrated experience in the management of contractors
6. Excellent written and verbal communication skills and the ability to enable positive interaction with internal and external stakeholders.

## Physical Requirements

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
<b>Kneeling/Squatting</b> Tasks involve flexion/bending at the knees, ankle, and waist in order to work at low levels.	X	5+ times per shift	
<b>Hand/Arm Movement</b> Tasks involve use of hand/arms	X	5+ times per shift	
<b>Bending/Twisting</b> Tasks involve forward or backward bending or twisting at the waist.	X	5+ times per shift	
<b>Standing</b> Tasks involve standing in an upright position	X	5+ times per shift	
<b>Reaching</b> Tasks involve reaching above head, and above and equal to shoulder height	X	5+ times per shift	
<b>Walking</b> Tasks involve walking on slopes and walking whilst pushing/pulling objects	X	5+ times per shift	
<b>Lifting/Carrying</b> Tasks involve raising, lowering and moving objects from one level position to another	X	5+ times per shift (less than 20 kgs) 2-4 times per shift (greater than 20 kgs)	
<b>Pushing/Pulling</b> Tasks involve pushing/pulling away, from and towards the body	X	5+ times per shift (less than 20 kgs) 2-4 times per shift (greater than 20 kgs)	
<b>Keyboard Duties</b> Tasks involve sitting at workstation and using computer.	X	5+ times per shift	

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	<i>Comments</i>
<b>Satisfactory Vision</b>  Standard of vision required equal to that required for driver's licence	X		

**Any other relevant comments:**