

Job title: Leisure Business Development Manager	
Classification: SEO	Effective Date: 16 October 2023 – 30 June 2025
Reports to: Manager Leisure and Recreation Services	Tenure: Temporary 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

We value:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. It is expected that all 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

This position is responsible for managing the strategic transition of Council's Aquatics Service from an internal to external service (in alignment with Council's resolution to change the service model). The core objective is to fortify our Aquatics service, both in terms of business success and team excellence whilst ensuring a seamless implementation of the change plan. Additionally this position will entail the meticulous co-ordination of the council's industrial relations obligations towards its employees.

Key Responsibilities

Position Specific Responsibilities

Managing the end-to-end change management for the Aquatics Service transition including the industrial change process and maximise business performance. This includes but is not limited to:

- Partner with, support and coach Leisure Service Leaders to successfully manage the change associated with service transition. This includes supporting the service employees and strengthening the current service delivery and business performance.
- Manage, in partnership with the People and Culture department to facilitate the transition process as we undergo workforce changes while actively building and maintaining strong, positive relationships with staff.
- Lead the development and delivery of the service transition change plan in accordance with agreed outcomes within scope of time, cost equality including understanding of internal and external dependences and impacts. This must include measures of success and an evaluation framework.
- Lead the development and coordinate the delivery of all service transition communications to staff, customers and key stakeholders.
- Track and report on change risks and issues to Manager Leisure and Recreation, Manager Leisure Strategy and organisationally develop appropriate mitigation and contingency plans.
- Work with subject matter experts and other relevant stakeholders to ensure all change management and/or required industrial process requirements actions are implemented.
- Support the Leisure Services Procurement - Project Control Group (PGC), Manager Leisure Strategy and other working groups relating to the future management of facilities.
- Monitor progress, escalate and report on transition change progress as required.

- Partner with Leisure Service Leaders to build a business improvement plan and support implementation.
- Support Leisure Service Leaders in leading and motivating employees and maintaining a high performance culture.
- Coordinate any required community, customer or Councillor engagement and communication.
- Analyse, synthesise and communicate complex information to internal and external stakeholders in an efficient and meaningful way to ensure creation of shared understand and commitment to service changes.
- Other duties as required.

Corporate Responsibilities

- Adhere to all Corporate Policies, Procedures and the Organisational Goals and Values in the current Whitehorse City Council Collective Agreement.
- Understand and adhere to the Risk Management Policy (as it relates to the employees work area) and related procedures that are designed to minimise injury and/or loss to individuals, 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

Authority

Budget: No direct budget

Staff responsibility: No direct reports, however will be required to provide direct support and coaching to Leisure People Leaders as they help their direct reports through change implementation.

Decision Making:

- The incumbent is required to exercise independent judgement and adaptability in evaluating and deciding on appropriate methods, procedures and practices for achieving objectives and in reviewing and recommending improvements to those methods, procedures and practices.
- The position also requires decision making based on an understanding and knowledge of Council's goals and objectives as they relate to their scope of work.

- Anticipate and appropriately identify and resolve complex matters within the scope of leisure facilities.
- This role operates in the current environment where only general objectives are clearly established. Policy guidelines may often be non-specific or non-existent and the incumbent is required to establish or change the guidelines and procedures to accommodate the flexibility demanded for the achievement of goals.

Key Relationships

Internally

- Provide regular updates and information as required and requested by the Director Community Services, Executive Leadership Team, and Transformation Steering Committee.
- Ensure key stakeholders (customers, tenants and staff) are informed of their roles, responsibilities, and progress of the business transition.
- The incumbent liaises with staff at all levels within the organisation including the Service Staff, Executive Leadership Team, Senior Management, People and Culture, Procurement and Strategic Communications.

Externally

- Required to liaise with Councillors.
- Required to manage relationships with Swimming Clubs, and other Leisure facility tenants and stakeholders.
- Required to manage Council's relationships with external vendors during the procurement process and business transition.

Skills and Attributes

Qualifications/Certificates/Licences and Experience

- Relevant tertiary qualification in either change management, organisational psychology or organisational development, and leisure management.
- Knowledge of the aquatics industry is highly desirable.
- Extensive and diverse experience in a similar role managing a successful complex business/service change management.
- Familiarity with project management approaches, tools and phases of the project lifecycle.
- Ability to manage own time, set priorities, and achieve targets in the completion of a diverse range of activities and complete projects and budgets on time.

- Substantial skills in accessing and analysing data and operational performance to support efficiencies, innovations and improvements.
- Extensive experience in building and maintain high performance cultures.

Technology

- High level of digital and technology literacy and experience.
- Must have the ability to adapt quickly to and embrace new technology.
- Must have experience in utilising available technology to communicate directly with impacted employees.

Interpersonal

- Demonstrated skills to lead motivate and develop employees in the pursuit of organisational goals.
- Demonstrated ability to build and sustain trusted working relationships with organisational Senior Leaders, Leisure People Leaders and peers.
- Excellent written and verbal communication skills with the ability to produce high quality reports and discussion papers and make formal presentations.
- Excellent negotiation, influence and persuasion skills with the ability to use discretion and judgment in a complex business and political environment.
- The ability to manage the conflicting requirements of different stakeholders to produce positive outcomes, and provide astute, confidential and diplomatic specialist advice.
- Ability to clearly articulate messages to a variety of audiences.
- Ability to establish and maintain strong relationships including with an identified group of change agents within the organisation.
- A team player with outstanding stakeholder management skills, able to work collaboratively with and through others.

Leadership

- A relationship builder who strives to develop and maintain positive relationships within a political environment.
- Provide direction, mentoring, leadership and support to staff to build their capacity to work within a collaborative context and maximise professional growth and effective service.
- A record of achievement and excellence in the field of change management.
- A strong conceptual and strategic thinker with excellent problem solving and decision making abilities.
- A demonstrated ability to consider multiple perspectives and consider complex information within a multifaceted and complex changing environment.

- Demonstrated ability to lead, develop and motivate employees through people leaders and change agents to contribute to the successful benefits of endorsed projects.
- Respond flexibly and manage resources to address changing demands and deliver program objectives.
- Ability to make professional judgements and decisions critical to the program.
- Knowledge of or an awareness of Work Health and Safety principles.

Key Selection Criteria

1. Relevant tertiary qualification in either change management, organisational psychology or organisational development, and leisure management.
2. Extensive experience and success in a similar role managing multiple change management projects across a complex organisation.
3. Excellent written and verbal communication skills with the ability to produce high quality reports and discussion papers, make formal presentations and to represent Council in professional, organisational & community forums.
4. Experience and knowledge of change management principles, methodologies and tools and building and maintaining high performance cultures.
5. Demonstrated experience influencing and building relationships with diverse stakeholders, in challenging, complex and/or political environments to deliver targeted outcomes.

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.	N/A		
Hand/Arm Movement Tasks involve use of hand/arms	N/A		
Bending/Twisting Tasks involve forward or backward bending or twisting at the waist.	N/A		
Standing Tasks involve standing in an upright position	N/A		
Reaching	N/A		

Tasks involve reaching above head, and above and equal to shoulder height			
Walking Tasks involve walking on slopes and walking whilst pushing/pulling objects	N/A		
Lifting/Carrying Tasks involve raising, lowering and moving objects from one level position to another	N/A		
Pushing/Pulling Tasks involve pushing/pulling away, from and towards the body	N/A		
Keyboard Duties Tasks involve sitting at workstation and using computer.	Yes	Daily	
Satisfactory Vision Standard of vision required equal to that required for driver's licence	N/A		