

Job title: Manager Leisure and Recreation	
Classification: Senior Officer	Effective Date: May 2022
Reports to: Director Community Services	Tenure: Maximum Term Contract - 3 Years

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.

We are embarking on a transformation program with five key strategic objectives (outlined below). Everyone has a role in Transformation and ensuring we deliver on our community's vision.



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.



WHITEHORSE CITY COUNCIL

Position description

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.

Goal Statement

This position is responsible for the planning, delivery and management of Council's Leisure and Recreation Services ensuring:

- positive stakeholder management,
- proactive planning and management of aquatic, active and passive recreation infrastructure and
- coordination of projects, programs and services that meet the leisure and recreational needs of the Whitehorse community.

Key Responsibilities

Position Specific Responsibilities

As a pivotal member of the Community Services Divisional Leadership Team, the Manager provides high level advice to the Director, Councillors and the Executive Leadership Team on the management and future directions and resourcing requirements of the portfolio.

The Manager will have a particular focus on:

- Providing strategic management of the Aquatic and Leisure and Recreation portfolios, including their performance through the effective management of human, financial and physical resources.
- Providing excellent customer service and innovative responses to the needs of the community in the planning, development, promotion and use of recreation, aquatic, sport and related facilities and services.
- Actively contribute to leading our transformation agenda through commitment to continuous improvement, service excellence and change leadership.
- Delivering strategic planning outcomes that appropriately reflect the aquatic and leisure and recreation needs of the community, taking into consideration industry trends, supply and demand analysis and asset management within a highly consultative and diverse stakeholder environment.
- Managing the strategic frameworks for the continual improvement of council services such as sports facilities, sport/recreation development, passive and active open space planning, aquatic and leisure centre management, and asset management.
- Developing and delivering strategic and operational plans to meet organisational objectives and key performance indicators.
- Managing the identification, development and implementation of relevant projects, policies and services relating to Aquatics, Recreation and Leisure.

- Managing the identification and development of funding opportunities including the preparation of submissions to ensure that Council has maximum access to grant programs where applicable to Council priorities.
- Prepare tender specifications in relation to aquatic centres, recreation facilities and other facilities or operations as required and undertake contract management in accordance with commercial and service requirements and Council's procurement policy.
- Actively explore opportunities for partnerships in the delivery of infrastructure development and use and service provision with community organisations, education provider, other Councils, state and federal governments.
- Provide support to the development of aquatic, sporting and recreation groups within the community to ensure the availability of opportunities for the community and maximise participation.

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 team compliance and contribution to organisational awareness and compliance with relevant statutes and legislation and in the provision of excellent customer service.
- Ensure that risk management principles are adopted in all decision-making processes within the team and undertake identification, reporting and resolution of risk management activities (including that staff are appropriately trained) to ensure that all relevant operating procedures provide for a safe working environment.
- Maintain an up to date understanding and knowledge base of all Government policies, legislation and industry standards that are relevant to Council's role in planning and delivering services.
- Apply sound financial management techniques to budget performance and processes.
- Accountable for policy and procedure development and implementation as relevant.
- Accountable for the compliance with relevant legislation, regulations and Council policy.
- Authority to manage resources within areas of responsibility.
- Responsible for the timely and accurate production of reports.
- Accountable for creating and capturing accurate and complete records of the business activities related to this position, in accordance with approved policy and procedures. This is applicable to both hardcopy and electronic information, including email.

- Provide equitable and sound supervision of staff, (including ensuring appropriate training, development and motivation) to ensure that team success/performance indicators are clearly identified and met and contribute to the strategic objectives of the team, division and Council.
- Ensure appropriate care and use of 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: The position is responsible for an approximate \$14.5 million budget including planning, expenditure, reporting and procurement in accordance with Council policies and procedures. Further, the budget includes \$12.2 million income.

Staff responsibility: The position is responsible for the management and leadership of a team of approximately 334 with an FTE of around 82, including three direct reports. (Numbers are subject to change in accordance with resourcing demands.)

Key Relationships

- The position is required to establish and maintain robust professional relationships with Councillors, Executive, Key Stakeholders, Sporting Associations and Local Clubs, Contractors and Community members.

Skills and Attributes

QUALIFICATIONS AND EXPERIENCE

- Extensive experience in strategy development, facility planning, needs analysis, planning and management of service delivery preferably in a relevant field.
- High degree of capability and experience in leading and engaging staff, outstanding communication skills and the ability to lead and motivate others.
- Well developed political acumen.
- A relevant qualification in Community Services, Sport Management, Business Management or related field, with additional post graduate management qualifications preferred.

DECISION MAKING:

- Required to solve problems and develop mechanisms for the management and delivery of services in line with Council policy, State and Commonwealth legislation and guidelines.
- Ability to identify and analyse options in relation to service operation and staff problems.
- Ability to seek information and assistance from internal and external sources.
- It is the responsibility of the incumbent to recognise and apply the most appropriate approach for issue resolution.

SPECIALIST SKILLS AND KNOWLEDGE:

- Significant level of knowledge and understanding of the principles and practices related to Aquatics, Recreation and Leisure Services field.
- Highly developed ability to interpret reports/documents and summarise relevant issues.
- Highly developed analytical, investigative and budgetary skills.
- Expert knowledge in managing multiple projects strategic planning processes involving constrained budgets, politically active community groups and the changing needs of the community.
- Extensive knowledge of facility planning, needs analysis, planning and management of service delivery in the areas of aquatic, recreation and sport in a community, local government organisation or equivalent setting.

LEADERSHIP AND MANAGEMENT SKILLS:

- Demonstrated highly developed leadership and staff management ability to lead a large staff compliment.
- Highly developed ability to manage changes and identify and implement innovative solutions and continuous improvement.
- Management skills are required to achieve objectives and goals taking into account organisational and external constraints and opportunities.
- Highly developed ability to understand and implement personnel policies and practices, occupational health and safety policies and recruitment and selection procedures.
- Well-developed conceptual and analytical skills – able to conceptualise, develop, evaluate and present service delivery options.

INTERPERSONAL SKILLS:

- Ability to negotiate and gain the cooperation of others (including stakeholders, council and employees) to achieve a shared vision and joint problem solving.

- Ability to communicate effectively to a wide range of audiences through presentation, reports, correspondence and verbally.

Key Selection Criteria

1. Substantial industry knowledge, leadership and operational experience in the aquatics, leisure and recreation or other human services industry.
2. Experience leading change and operating in a changing environment.
3. Proven sound strategic planning and innovative program development.
4. Expert knowledge in managing multiple complex strategic planning processes and capital works projects involving constrained budgets, politically active community and changing needs of the community.
5. Proven ability and commitment to the development of a highly productive and engaged workforce.
6. Advanced written and verbal communication skills which includes the ability to prepare quality reports, submissions, presentations and briefing papers.

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.	General tidying of area Accessing cupboards	Occasional Up to twice per day.	
Hand/Arm Movement Tasks involve use of hand/arms	Keyboard/mouse interaction. Telephone calls	Regular up to 7.6 hours per day. Intermittent throughout the day.	
Bending/Twisting Tasks involve forward or backward bending or twisting at the waist.	Ingress and egress of vehicle	Up to 20 times per week	
Standing Tasks involve standing in an upright position	Presenting at meetings	Intermittent- up to 2 hours per day as required.	
Reaching Tasks involve reaching above head, and above and equal to shoulder height			
Walking Tasks involve walking on slopes and walking whilst pushing/pulling objects	Within the office environment Onsite including uneven surfaces (Parks, Leisure facilities and Sporting Fields)	Regular intervals throughout the day. Short distances. Occasional.	
Lifting/Carrying Tasks involve raising, lowering and moving objects from one level position to another	General office based tasks	Intermittent throughout the day	
Pushing/Pulling Tasks involve pushing/pulling away, from and towards the body	General office based tasks	Intermittent throughout the day	

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.	Emails, report writing and general office based tasks	Up to 7.6 hrs of computer workstation duties	
Satisfactory Vision Standard of vision required equal to that required for driver's licence	Equal to that required for driver's license		

Any other relevant comments:

Driving will be required between sites within the municipality.