

The City of Joondalup takes pride in being a Local Government that has been internationally recognised for providing outstanding services to the local community. A recent operations review of the City of Joondalup Leisure Centres' has brought with it exciting new employment opportunities. We are seeking highly motivated, enthusiastic team leaders who will be committed to making a positive contribution to the City and its community.

### **Team Leader Aquatic & Facility Operations**

- Salary: \$94,285 - \$99,679 per annum
- Plus up to 14.5% superannuation (conditions apply)
- Located at Craigie Leisure Centre
- Permanent – Full Time
- Ref No: 17-056

With change comes an exciting opportunity for an experienced Team Leader Aquatic & Facility Operations to join the Leisure Centre team in delivering exceptional facilities operations management.

The successful applicant's key responsibilities will be to manage and oversee all aquatic and facility operations. This will include the co-ordination of business planning and strategic direction, maintenance initiatives, contract and project management, aquatic plant, facility maintenance and bookings, human resource and financial management.

This is an exceptional opportunity for a highly qualified individual to join a dynamic and progressive team and make a valuable contribution to our fast-growing Leisure Centres. If you are a dynamic and organised team player with proven leadership experience, then this is the role for you!

Further information can be obtained by calling **Josh Wixon**, Co-ordinator Leisure Centres on **9400 4614**.

To apply, submit your resume and a covering letter online, addressing your knowledge, skills and experience relevant to the role, via our employment page at [www.joondalup.wa.gov.au](http://www.joondalup.wa.gov.au). Applications close on **Friday 22 September 2017**.

**GARRY HUNT** PSM  
**Chief Executive Officer**

*Canvassing of Elected Members will disqualify*

## POSITION DESCRIPTION/SPECIFICATION

### 1. POSITION IDENTIFICATION

<b>Title</b>	Team Leader Aquatic & Facility Operations	<b>Level</b>	8
<b>Business Unit</b>	Leisure and Cultural Services	<b>Position Number</b>	01435
<b>Directorate</b>	Corporate Services	<b>Date Established</b>	July 2017
<b>Reporting to</b>	Co-ordinator Leisure Centres	<b>Date Updated</b>	September 2017

### 2. KEY OBJECTIVES

- Provide specialist advice on and co-ordinate the strategic direction of the Facilities Operations portfolio for the City of Joondalup Leisure Centres with an emphasis on maintaining quality customer service and a leading position in the industry.
- Responsible for the daily operations of the Aquatic & Facility Operations portfolio to provide patrons with a well-maintained, safe inclusive facility in line with industry trends.
- Responsible for providing a strategic focus in the delivery of modern Aquatic & Facility Operations programs and practices that ensures the ongoing financial viability of the Leisure Centres.
- Undertake human resource, contract and financial management responsibilities.

### 3. KEY ACCOUNTABILITIES

- Leisure Centres are presented and maintained to a high standard within budget and are compliant with relevant legislation, industry guidelines and the City's protocols and procedures.
- The annual Aquatic & Facilities Operations Management Plan is researched, developed and implemented in line with strategic business direction and objectives of the City of Joondalup Leisure Centres.
- Leisure Centres facilities are competitively positioned against industry standards and customer expectations.
- Comply with OSH legislation, City protocols, procedures and other OSH related requirements, and actively support City safety systems.
- Ensure all human resource practices comply with City and legislative requirements and principles of EEO.
- Actively promote the City's commitment to EEO.
- Ensure financial management and purchasing activities are undertaken in accordance with City procedures and processes.
- Ensure prompt and accurate capture of corporate information and documentation in accordance with the City's record keeping system and associated policies, protocols and practices.
- Ensure delivery of a high standard of customer service to internal and external customers in accordance with the City's Customer Service Charter and relevant protocols and procedures.

#### 4. KEY ACTIVITIES

##### ACTIVITIES

###### **Outcome: Strategic Functions**

- Research, develop and implement a strategic level annual Aquatic & Facilities Operations Management Plan encompassing the City of Joondalup Leisure Centre facilities including measurable objectives and revenue targets that achieves overall business objectives.
- Monitor and report on performance against Aquatic & Facilities Operations Management Plan objectives.
- Develop and implement appropriate business responses inclusive of new initiatives where business performance is failing to meet the Aquatic & Facilities Operations Management Plan or overall business objectives.
- Develop, implement and co-ordinate the City of Joondalup Leisure Centres emergency management plan inclusive of undertaking the role of Deputy Chief Warden.

###### **Outcome: Aquatic & Facility Operations Management**

- Undertake improvement based regular reviews of systems and procedures to identify efficiencies relevant to facilities management.
- Oversee all aspects of plant operation and water treatment to ensure they are managed and maintained to the standards set by the Health Act (Swimming Pool) Regulations, Public Health Department, City of Joondalup's Health team and local laws.
- Prepare a schedule of preventative maintenance for the following financial year to inform the budget process.
- Monitor the use and condition of the facilities to make informed decisions about risk, allocation of resources and suitability for customer use.
- Develop and implement efficient operating procedures and ensure proficient use of detailed work manuals relating to the Leisure Centres.
- Develop and implement programs for effective maintenance, energy and environmental management.
- Oversee the operation and maintenance of all mechanical purification and heating equipment inclusive of the general cleanliness and maintenance of all facilities and equipment.
- Oversee the annual facility audits to ensure the operations exceed the minimum standards of relevant industry legislation and guidelines.
- In collaboration with Team Leader Marketing & Customer Services ensure customer satisfaction levels are monitored and researched through customer feedback and participation trends to assist in the development and presentation of leisure centre facilities.
- Perform other duties as requested within the scope of this level and in accordance with skills, knowledge and experience.

###### **Outcome: Contractor Management**

- In conjunction with Asset Management business unit (where applicable) administer cost effective and value for money contractor and supplier agreements for servicing and maintenance of the Leisure Centres.
- Prepare tender documentation for consultants and contractors.
- Participate as a panel member for evaluation of tenders.
- Prepare reports to Executive Leadership Team and Council regarding tender process.
- Arrange quotes for works to be undertaken by consultants and contractors.
- Assess quotes against requirements and make appropriate recommendations.
- Administer the requisitioning and receipting of such goods and services in accordance with quotes and the City's purchasing protocols and processes.
- Facilitate access to site for successful contractors to undertake quoted works.
- Monitor the progress of works and provide assessment of completed works.

**Outcome: Human Resource Management**

- Oversee the development and implementation of rostering arrangements across the Facilities Operations portfolio to ensure maximisation of an efficient and effective employee resources including casual resource allocation.
- Undertake recruitment and selection process.
- Ensure employees work in a safe manner.
- Set performance targets and development plans for employees.
- Monitor and manage performance of employees by providing appropriate feedback in accordance with the City's Performance Appraisal System.
- Provide leadership, coaching and on-the-job training for employees.
- Implement and support the City EEO initiatives to assist team understanding and compliance with EEO legislation, practices and City protocols

**Outcome: Occupational Health and Safety**

- Responsible for ensuring that a safe environment is maintained for both employees and customers.
- Responsible for resolving occupational safety and health issues in consultation with the relevant OSH Representatives and the City's HR Advisor Safety & Risk Management.
- Implement emergency response in accordance with the established responsibilities and procedures contained in the Emergency Response Plan.
- Report any incidents, unsafe practices, accidents and or injuries.
- Report any maintenance, cleaning or hazards immediately.
- Identify hazards, assess and control risks in accordance with established safety and health standards, policies and procedures.
- Maintain compliance with the City of Joondalup's risk management policy and procedures.
- Co-ordinate emergency response (where applicable) and provide first aid / emergency care in accordance with established emergency procedures and rescue techniques.

**Outcome: Customer Service**

- Take a lead role in the development and implementation of customer service strategies, initiatives and programs to meet strategies and operational needs.
- Ensure that levels of customer service are measured to meet the desired level of service and where improvement is required, facilitate the necessary remedial actions necessary.
- Develop and maintain positive relationships with internal and external stakeholders to enhance the Leisure Centres reputation and brand.

**Outcome: Financial Management and Administration**

- In conjunction with the Co-ordinator Leisure Centres develop the annual budget for the Facilities Operations portfolio in accordance with corporate financial requirements and timelines.
- Monitor and review the budget income and expenditure on a regular basis, including the midyear review, to ensure conformity with budget outcomes.
- Provide monthly reports including trends and variations.
- Undertake procurement activities including raising purchase requisitions and processing invoices.
- Undertake projects relating to the Aquatic & Facilities Management portfolio.
- Undertake project management tasks including setting priorities, establishing objectives and milestones, estimate times and scheduling activities.
- Prepare relevant project reporting documentation.
- Deliver projects in accordance with agreed scope, timeframes and budgets.
- Proactively contribute to the development and implementation of Leisure Centre's business and operational plans.
- Identify areas for improvement to the Aquatic & Facilities Operations portfolio and develop recommendations and plans for implementation in consultation with the Co-ordinator Leisure Centres.

## **5. WORK RELATED REQUIREMENTS / SELECTION CRITERIA**

Essential Skills, Knowledge, Experience and Qualifications:

### **Skills:**

- Highly developed organisational and time management skills, with proven ability to effectively prioritise multiple tasks to meet deadlines and achieve desired outcomes.
- Highly developed interpersonal, conflict resolution and negotiation skills to positively manage customer relationships.
- Highly developed, leadership, coaching, feedback and people management skills.
- Highly developed business planning skills.
- Highly developed analytical, problem solving and research skills with the ability to initiate, implement, monitor and evaluate new and existing strategies and projects that form part of the Facilities Operations Management Plan.
- Highly developed ability to develop and sustain effective industry, contractor and stakeholder relationships on facility management issues.
- Highly developed written communication skills, with proven ability to research and analyse data/information to ensure clear and concise reports and correspondence are prepared.
- Highly developed budget development and implementation skills
- Highly developed computer literacy/keyboard skills including the Microsoft suite of programs (Word, Excel, PowerPoint, Outlook, etc).

### **Knowledge:**

- Comprehensive knowledge of legislation relevant to the management of a multi-functional aquatic and leisure facility inclusive of industry trends concerning aquatic and facility operations.
- Comprehensive knowledge of the storage and handling of hazardous materials
- Comprehensive knowledge of relevant facility operation legislation, Australian standards and codes of practice pertaining to Leisure Centre operations.
- Comprehensive knowledge and understanding of aquatic chemistry, purification, filtration and heating.
- Comprehensive knowledge of building management systems.
- Comprehensive knowledge of business planning, implementation and monitoring.
- Comprehensive knowledge of contract management principles and practices including risk management, safety, contract law, etc.
- Substantial knowledge of human resource management practices and occupational safety and health legislation.
- Substantial knowledge of customer service strategies.
- Substantial knowledge of budget preparations and monitoring.

### **Experience:**

- Extensive experience in developing preventative maintenance programs and auditing against program requirements.
- Extensive experience in the facility management of a multifunctional aquatic and leisure centre, particularly in aquatic plant functions/operations.
- Extensive experience in the assessment, engagement and management of contracts and contractors.
- Extensive experience in human resource management.
- Extensive experience in delivering sound customer service.
- Experience in interpreting and applying occupational safety and health and other legislation and Australian Standards relating to aquatic facility management.
- Extensive experience in developing and managing budgets.

**Qualifications/Clearances:**

- Tertiary qualification in leisure science, sports administration or equivalent level of experience and specialist skills.
- Current Royal Life Saving Society (WA) Pool Operations Certificate.
- LIWA accreditation.
- Current Senior First Aid Certificate including CPR (HLTAID003 and HLTAID001).
- Current WA C Class Drivers Licence.
- Current National Police Clearance Certificate.

**6. EXTENT OF AUTHORITY**

- Has significant delegated authority and manages a major multi-disciplinary program.
- Develops/implements/evaluates program goals; accounts for quality, cost effectiveness and timelines of projects/programs.
- Use analytical skills; appreciates long term goals of organisation.
- Decisions and actions taken at this level may have significant effect on programs being managed.

**7. WORKING RELATIONSHIPS**

**Level of Supervision:**

- Works under limited direction.

**Internal:**

- Leisure Centre employees
- Leisure & Cultural Services business unit
- Human Resources business unit.
- Asset Management business unit.
- Financial Services business unit.

**External:**

- Commercial contractors and suppliers.
- Members of the Leisure Centres.
- Casual users of the facilities and the general public.
- Community groups and sporting clubs.
- Emergency service providers.

**8. POSITION DIMENSIONS**

NUMBER OF EMPLOYEES DIRECTLY REPORTING TO POSITION	5 plus oversight of a large workforce of casual employees
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