



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 Leisure & Aquatics Programs

- 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: 17-057

With change comes an exciting opportunity for an experienced Team Leader Leisure & Aquatics Programs to join the Leisure Centre team in delivering exceptional leisure and aquatic program activities and operations.

The successful applicant's key responsibilities will be to manage and oversee Swim School, Squads, Team Sports, Platinum and Leisure Short Courses programs. This will include providing specialist program advice, co-ordination of business planning and strategic direction, maintaining quality customer service, ensuring best positioning of programs in the marketplace, programming expertise, human resource and financial management of these programs.

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 an energetic 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. 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

Title	Team Leader Leisure & Aquatics Programs	Level	8
Business Unit	Leisure and Cultural Services	Position Number	01434
Directorate	Corporate Services	Date Established	July 2017
Reporting to	Co-ordinator Leisure Centres	Date Updated	September 2017

2. KEY OBJECTIVES

- Provide specialist advice on and co-ordinate the strategic direction of the Leisure & Aquatics Programs 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 Leisure & Aquatics Programs portfolio to provide patrons with well-maintained, effectively programmed and safe facilities.
- Responsible for providing a strategic focus to grow the Leisure & Aquatics Programs portfolio's market position, through the development and delivery of contemporary leisure and aquatic programming that ensures the ongoing financial viability of the Leisure Centres.
- Undertake human resource and financial management responsibilities.

3. KEY ACCOUNTABILITIES

- The annual Leisure & Aquatics Plan is researched, developed and implemented in line with strategic business direction and objectives of the City of Joondalup Leisure Centres.
- All leisure and aquatics programs and services are competitively positioned against industry trends and activities with appropriate responses implemented to maintain agreed market position.
- Leisure and aquatics services, facilities and programs are delivered in a safe, inclusive environment with the programs in line with industry trends.
- 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 Focus

- Research, develop and implement a strategic level annual Leisure & Aquatics Plan encompassing the leisure and aquatics program including measurable objectives and revenue targets that and achieves overall business objectives.
- Monitor and report on performance against Leisure & Aquatics Programs Plan objectives.
- Establish leisure and aquatic services and programs that are competitively positioned against industry trends and activities with appropriate responses implemented to maintain agreed market position.
- Develop and implement appropriate business responses inclusive of new programs and initiatives where business performance is failing to meet Leisure and Aquatics Plan or overall business objectives associated with the portfolio.

Outcome: Leisure and Aquatic Operational Functions

- Responsible for overseeing and monitoring the daily operations and service delivery of the Leisure & Aquatics Programs portfolio.
- Proactively manage the working relationship with the resident service clubs.
- Develop, implement and monitor appropriate equipment supplier relationships inclusive of maintenance and replacement scheduling.
- Undertake improvement based regular reviews of systems and procedures to identify efficiencies.
- Ensure all operational and legislative requirements associated with the operation of the leisure and aquatic programs are met.

Outcome: Marketing and Membership Promotion

- Contribute to the development of the annual Marketing Plan inclusive of concept development related to the Leisure & Aquatics program portfolio.
- Implement in an efficient and effective manner the implementation of operational activities for marketing campaigns associated with the Annual Marketing Plan for the Leisure & Aquatics Programs portfolio.
- Ensure all Leisure Centre marketing campaigns are communicated to employees in the Leisure & Aquatics Program portfolio.
- Maintain and grow the Leisure & Aquatics Programs portfolio market position and performance through responsive program and marketing campaign development and implementation.
- In collaboration with Team Leader Marketing and Customer Services ensure customer satisfaction levels are monitored and researched through customer feedback and participation trends to assist in the development of promotional strategies to improve programs and services.
- Keep abreast of short and long term industry trends in leisure and aquatics program and customer offerings to develop creative and innovative improvements to increase the competitive market position of the City's Leisure Centres in relation to the Leisure & Aquatic Programs portfolio.

Outcome: Customer Service

- Take a lead role in the development and implementation of customer service 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: Human Resource Management

- Oversee the development and implementation of rostering arrangements across the Leisure & Aquatics Programs 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 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.

Outcome: Financial Management and Administration

- In conjunction with the Co-ordinator Leisure Centres develop the annual budget for the Leisure & Aquatics Programs 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.
- Arrange quotes for works to be undertaken by consultants and contractors including the preparation of Requests for Quotes.
- Assess quotes against requirements and make appropriate recommendations.
- Administer the requisitioning and receipting of services in accordance with quotes.
- Monitor progress of works and provide assessment of completed works.
- Undertake projects relating to the Leisure & Aquatics Programs 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 Leisure & Aquatics Programs portfolio and develop recommendations and plans for implementation in consultation with the Co-ordinator Leisure Centres.
- Perform other duties as requested within the scope of this level and in accordance with skills, knowledge and experience.

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

Essential Skills, Knowledge, Experience and Qualifications:

Skills:

- High level skills in leisure and aquatic programming, particularly in a multi-functional aquatic and leisure facility.
- 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 Leisure & Aquatics Plan.
- Highly developed ability to develop and sustain effective industry and stakeholder relationships on leisure and recreational 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 computer literacy/keyboard skills including the Microsoft suite of programs (Word, Excel, PowerPoint, Outlook, etc).

Knowledge:

- Comprehensive knowledge of program administration, development, implementation and evaluation relevant to the leisure industry.
- Comprehensive knowledge of leisure and aquatic industry trends.
- Comprehensive knowledge of business planning, implementation and monitoring.
- Comprehensive knowledge of learn to swim levels and competencies
- Comprehensive knowledge of occupational safety and relevant legislation and Australian standards pertaining to Leisure Centre operations.
- Comprehensive knowledge of program enrolment software systems relevant to a multi-functional aquatic and leisure facility.
- Substantial knowledge of customer service strategies.
- Substantial knowledge of human resource management practices.
- Substantial knowledge of budget development and monitoring.

Experience:

- Extensive experience in the management of the leisure and aquatics elements within a multi-functional aquatic and leisure facility.
- Extensive experience in developing, implementing and evaluating leisure and aquatics planning and programs.
- Extensive experience in developing marketing concepts designed to grow the leisure and aquatics program base.
- Extensive experience in human resource management.
- Extensive experience in developing and managing budgets.
- Substantial experience in stakeholder management.

Qualifications/Clearances:

- Tertiary qualification in leisure science, sports administration or equivalent level of experience and specialist skills.
- Current Senior First Aid Certificate including CPR (HLTAID003 and HLTAID001).
- Current Austswim qualification or equivalent.

- 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.
- Financial Services business unit.

External:

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

8. **POSITION DIMENSIONS**

NUMBER OF EMPLOYEES DIRECTLY REPORTING TO POSITION	6 plus oversight of a large workforce of casual employees
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