

Position Title	Manager Leisure & Aquatic Services
Department	Community Services
Unit	Leisure and Aquatic Services
Team	Leisure and Aquatic Services Unit
Supervises	Leisure and Wellness Programs, Leisure and Aquatic Operations, Sefton Golf Course, Membership and Engagement, Industry Compliance
Reports To	Director Community Services
Grade	TBD
Date Prepared	1/09/2023
Date Last Updated	

Our Vision & Values: A leading organisation that collaborates & innovates



We are committed to **safety**



We work as one **team**



We act with **integrity**



We care about our **customers**



We **continuously improve**

Primary purpose of position

Reporting to the Director Community Services, the Manager Leisure & Aquatic Services is responsible for effectively leading and managing the business unit functions including business development, financial performance, compliance, customer experience and continuous improvement across Council's multiple Leisure & Aquatic Venues.

The Manager Leisure & Aquatic Services is required to lead, motivate and provide direction to the Unit and deliver viable and equitable services that enhance the wellbeing of the Canterbury-Bankstown Community through a broad range of programs and activities.

The Manager is also responsible for leading the business unit to deliver on the strategic vision by driving the implementation of the Leisure & Aquatics Strategic and Operational plans resulting in a efficient, effective, high quality and safe customer experience that meets the community's needs now and into the future.

Accountabilities






- Provide effective leadership, guidance and development opportunities to the Leisure & Aquatic Services leadership team and its headcount of over 200 team members, ensuring the delivery of safe and high-quality services and programs to the community.
- Develop, implement, lead and manage strategic planning across the unit. This includes managing performance against the Community Strategic Plan, Operational Plan and Leisure & Aquatics Strategic Plan objectives and KPI's.
- Facilitate the development of team and individual work plans, consistent with the Council's overarching purpose, ambition, plans and objectives.
- Develop and present Council Business Papers and Briefing Presentations as required.

- Provide expert advice to Council and staff on the effective operation of Leisure, Aquatic and Golf facilities in line with government policies, legislation and regulations, community needs and trends, and sector best practice.
- Develop, manage and review the annual Unit budget, and monitor the unit's financial performance to ensure targets are met.
- Lead and deliver on the objectives outlined in the Leisure & Aquatics Strategic Plan in conjunction with staff, stakeholders, consultants and other business units within Council. This includes playing a lead role in the redevelopment of Council's Leisure and Aquatic Centres as outlined in the Strategic Plan.
- Oversee and lead the development, execution and review of operational policies, procedures for the Leisure & Aquatic Services Unit
- Actively lead and manage workforce planning and forecasting to sustain service and program delivery.
- Develop, lead and continuously improve the WHS standards and culture in a high risk and fast paced environment.
- Ensure all enterprise risks at a strategic and operational level are identified and managed in accordance with legislative requirements and Council's Safety Management System and strategic objectives.
- Keep abreast of emerging industry guidelines trends and legislative changes by maintaining and fostering effective relationships with internal, external and key industry stakeholders in order to support the successful operation of the business.
- Scope, plan and lead in collaboration with other Business Units, the delivery of capital works projects that are aligned with Strategic and Operational plan objectives and the needs of the community.
- Ensure the effective maintenance of Council's Leisure & Aquatic Services facilities through effective relationship management with internal trades and commercial contractors.
- Ensure compliance with all relevant legislation, NSW Health Regulations and the Guidelines for Safe Pool Operations.
- Effectively develop and manage tenders and contracts in line with service levels, Council's policies and relevant legislation.

Position capabilities and level

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities.

Capability Profile – Manager

Capability Group	Capability Name	Level
 Personal Character	Lead Self	Advanced
	Display Resilience	Advanced
	Act with Integrity	Advanced
	Safety and Accountability	Advanced
 Relationships	Communicate and Engage	Advanced
	Customer and Community Focus	Advanced
	Work Collaboratively	Advanced
	Influence and Negotiate	Advanced
 Results	Plan and Prioritise	Advanced
	Think and Solve Problems	Advanced
	Innovate and Improve	Advanced
	Deliver Results	Advanced
 Resources	Finance	Advanced
	Assets and Tools	Adept
	Technology and Information	Adept
 People Leadership	Manage and Develop People	Advanced
	Inspire Direction and Purpose	Advanced
	Optimise Workforce Contribution	Advanced
	Lead and Manage Change	Advanced

Focus Capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least satisfactory level for a candidate to be suitable for appointment.

CBCity Capability Framework - Focus Capabilities

Group & Capability	Level	Behavioural Indicators
Personal Character		
Lead Self	Advanced	<ul style="list-style-type: none"> • Demonstrates motivation to serve the community and organisation • Initiates team activity on organisation/unit projects, issues and opportunities • Seeks and accepts challenging assignments and other development opportunities • Seeks feedback broadly and asks others for help with own development areas • Translates negative feedback into an opportunity to improve
Personal Character		
Safety and Accountability	Advanced	<ul style="list-style-type: none"> • Is prepared to make decisions involving tough choices and weighing of risks • Addresses situations before they become crises and identifies measures to avoid • Takes responsibility for outcomes, including mistakes and failures • Coaches team members to take responsibility for addressing and resolving challenging • Oversees implementation of safe work practices and the management framework
Relationships		
Customer and Community Focus	Advanced	<ul style="list-style-type: none"> • Demonstrates a thorough understanding of the interests, needs and diversity in the community • Promotes a culture of quality customer service • Initiates and develops partnerships with customers and the community to define and evaluate service outcomes • Ensures that the customer is at the heart of business process design

		<ul style="list-style-type: none"> • Makes improvements to management systems, processes and practices to improve service delivery • Works towards social, environmental and economic sustainability in the
Resources		
Assets and Tools	Adept	<ul style="list-style-type: none"> • Contributes quality information about council and community assets to asset registers • Prepares accurate asset maintenance and replacement costings in line with council plans and policies • Is aware of asset management risks and actions to manage and mitigate these
People Leadership		
Manage and Develop People	Advanced	<ul style="list-style-type: none"> • Knows the individual strengths, weaknesses, goals and concerns of members of the team • Fosters high performance through effective conversations and feedback and by providing stretch opportunities • Identifies and develops talent across the organisation • Coaches and mentors staff to foster professional development and continuous • Implements performance development frameworks to align capability with the organisation's current and future priorities • Resolves team and individual performance issues, including serious unsatisfactory performance, in a timely and effective way
People Leadership		
Inspire Direction and Purpose	Advanced	<ul style="list-style-type: none"> • Translates organisational vision and strategy into operational goals to help staff understand their own contribution • Builds a shared sense of purpose through involving people in defining priorities and cascading goals • Regularly communicates progress against business unit and organisational goals • Creates opportunities for recognising and celebrating high performance at the individual and team level

Results

Deliver Results

Advanced

- Sets high standards and challenging goals for self and others
- Delegates responsibility appropriately and provides support
- Defines what success looks like in measurable terms
- Uses own professional knowledge and the expertise of others to drive results
- Implements and oversees quality assurance practices

* Focus Capabilities are those judged to be the most important at the time of recruiting to the position. The mix of “focus” capabilities can change over time, reflecting changing work priorities and current team strengths.

Delegations

Decisions associated with this position are to be made in accordance with the Delegations of Authority (Policy186) approved by the Chief Executive Officer.

Code of Conduct

All staff are required to adhere to the Code of Conduct (CP25).

Work Health & Safety

All staff are required to adhere to Council’s WHS&E Responsibilities and Authorities document (REF229) and associated policies and procedures.

Records Management

All staff are required to comply with Council’s Records and Information Management policies, procedures and guidelines.

Qualifications and Experience

Essential Qualifications

- Tertiary qualifications and experience in a relevant field
- Tertiary qualifications and experience in Workplace Health & Safety, Risk Management or equivalent experience
- Class C driver's licence
- Working with Children Check

Essential Experience

- Extensive experience in people leadership, development and coaching including leaders and team members in a dynamic and high risk environment
- Demonstrated experience managing large, multi-site, multi-disciplinary teams
- Demonstrated experience in stakeholder engagement and relationship management



CBCity Position Description

- Experience in change management within a service and operations environment
- Experience in identifying and keeping abreast of industry trends
- High level experience in strategic and business planning, and resource management including demonstrated ability to understand and monitor the true cost of services.
- Demonstrated experience in developing and managing a large multi-faceted budget
- Demonstrated, comprehensive experience and understanding of the effective management of multiple Leisure and Aquatic facilities, services and programs
- Extensive experience in managing risk within the Leisure & Aquatic Services Industry (or similar) and compliance with all relevant industry guidelines and legislation
- Extensive safety and risk management experience in public venues
- Demonstrated commitment to continuous improvement and leading a high-quality customer experience culture.

Desirable Qualifications and or Experience

HUMAN RESOURCES USE (SELECT YES OR NO)	YES	NO
Does this position fall under the definition of child related employment?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Does this position require incumbent to undergo criminal reference check?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Does this position require incumbent to demonstrate good driving Licence class required: C Class Drivers Licence	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Will incumbent need to make disclosure of pecuniary interest?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Could there be a conflict of interest with secondary employment?	<input checked="" type="checkbox"/>	<input type="checkbox"/>