POSITION DESCRIPTION/SPECIFICATION

1. POSITION IDENTIFICATION

Title	Coordinator Craigie Leisure Centre	**Level**	9
Business Unit	Community Services & Facilities	**Position Number**	00612
Directorate	Customer & Community Services	**Date Established**	May 2007
Reporting to	Manager Community Services & Facilities	**Date Updated**	November 2026

2. KEY OBJECTIVES

- Coordinate the Craigie Leisure Centre service and team, including strategic and operational planning and delivery of programs and services that meet organisational and community requirements.
- Ensure staffing structures and systems operate effectively to support a professional workforce that delivers a high-quality and safe service.
- Coordinate the Work, Health and Safety (WHS) and emergency response plans for Craigie Leisure Centre, ensuring a safe space for staff, patrons, visitors and contractors.
- Manage project and contract responsibilities in accordance with agreed scope, timeframes and budgets.
- Coordinate the development and reporting of the Craigie Leisure Centre annual budget and financial performance.

3. KEY ACCOUNTABILITIES

- Programs and services are delivered to a high standard in accordance with the City's strategies, plans, policies, procedures and adopted practices, budgets and relevant legislation.
- The Craigie Leisure Centre achieves its Strategic Position Statement:
  "*Leisure Centre operations overall should aim to be self-sufficient and meet all operating costs*."
- Project work is undertaken in accordance with the requirements of the City's Project Management Framework.
- Financial management activities are in accordance with City procedures and processes.
- People management activities are undertaken in accordance with relevant legislative requirements and City policies and procedures.
- Comply with Work, Health and Safety (WHS) legislation, City policies, procedures and other WHS related requirements, and actively support the City safety systems.
- Prompt and accurate capture of corporate information and documentation in accordance with the City's record keeping system and associated policies, protocols and practices.

4. KEY ACTIVITIES

Outcome: Strategic Functions

- In collaboration with the Manager Community Services and Facilities and other internal and external stakeholders, plan for the long-term performance and sustainability of the Craigie Leisure Centre as an asset and a service.
- Research and analyse activities associated with the development, implementation and evaluation of Leisure Centre programs and services.
- Prepare informed and professional reports for the Executive Leadership Team and Council on the implementation and progress of strategic initiatives in accordance with agreed scope, timeframes and budgets.
- Manage and oversee complex projects including facility refurbishments, capital improvements, implementation of new program initiatives and continuous improvement projects.
- Develop project plans including scoping, establishment of deliverables, objectives, budget, project schedule, communication plans, risk management, project monitoring and reporting.
- Keep informed of contemporary issues and industry trends influencing the Leisure Centre industry, sharing knowledge with all levels of management and colleagues.
- Develop and maintain positive relationships with other local governments and the sport and recreation industry.
- Work cooperatively, build and maintain productive and positive relationships by effectively sharing ideas, thoughts and information with internal stakeholders to achieve shared goals.

Outcome: Operational Functions

- Manage the safe and effective day-to-day operations of the Craigie Leisure Centre.
- Provide leadership, management and direction for the Craigie Leisure Centre team.
- Oversee the development, implementation and ongoing delivery of programs and services to maximise income generating opportunities.
- Oversee the development of the membership and marketing plan to incorporate innovative marketing initiatives that promote Craigie Leisure Centre, services and corporate brand and contributes to increased patronage and financial returns.
- Maintain productive and mutually beneficial relationships with patrons, groups, clubs and associations who utilise the centre.
- In conjunction with internal stakeholders, implement and manage the annual facility asset and maintenance management program.
- Ensure the aquatic facilities operations meet the WA Health Department guidelines for safe pool operations and Aquatic Facilities Code of Practice.
- Ensure a safe environment for staff, patrons, visitors and contractors.
- Liaise closely with Asset Management, relevant consultants and preventative maintenance providers to ensure the facilities and equipment are well maintained.
- Develop the annual and triennial Groundwater License Operating Strategy (GLOS) and submit to Department of Water and Environmental Regulation (DWER).
- Oversee the development and annual review of the Specialised Equipment Management Plan.

Outcome: Contract Management

- Prepare tender documentation for consultants and contractors and contribute to the preparation of reports to Executive Leadership Team and Council regarding tender process.
- Participate as a panel member for evaluation of tenders.
- Arrange quotes for works to be undertaken by consultants and contractors, arrange access to complete work and monitor progress of work and provide assessment of completed works.
- Assess quotes against requirements and make appropriate recommendations and administer the requisitioning and receipting.

Outcome: People Management

- Undertake recruitment and selection processes as required.
- Ensure employees work in a safe manner.

- Set employee performance targets, development plans, monitor and manage performance by providing appropriate feedback in accordance with the City's Performance Appraisal System.
- Provide leadership, coaching and on-the-job training for employees.
- Lead the development of processes and practices that promote a positive working environment.
- Implement and support City diversity and inclusion initiatives to assist team understanding and compliance with EEO legislation, practices and protocols.

Outcome: Work Health and Safety

- Responsible for ensuring a safe environment is maintained for both employees and customers.
- Responsible for resolving WHS issues in consultation with WHS representatives and advisors.
- Report incidents, unsafe practices, accidents and/or injuries, maintenance, cleaning or hazards, control risks and proactively monitor and resolve.
- Maintain compliance with the City's risk management policy and procedures.
- Coordinate emergency response (where applicable) and provide first aid / emergency care.
- Effectively manage customer behaviour and review, monitor and implement the customer behaviour guidelines.

Outcome: Financial Management

- In consultation with the Manager Community Services and Facilities, develop the Craigie Leisure Centre annual budget in accordance with corporate requirements and timelines.
- Monitor, review and report income and expenditure to ensure conformity with budget outcomes.
- Provide monthly reports noting trends and variations.
  Ensure accurate records are kept for all financial transactions.
- Review and develop a schedule of fees and charges annually for Craigie Leisure Centre.

Outcome: Administration

- Contribute to the development and implementation of the Business Unit and Directorate Plan.
- Demonstrate that Leisure Centre performance is meeting performance indicators.
- Develop, implement and monitor the Leisure Centre Business and Operational Plans.
- Develop, implement and maintain operation manuals and procedures and policies.
- Participate in organisational process improvement programs.
- Identify areas for improvement and develop recommendations and plans for implementation.
- In conjunction with People & Culture, review and manage the Craigie Leisure Centre Workforce Enterprise Agreement.

- Perform other duties as requested within the scope of this level and in accordance with skills, knowledge and experience.

5. WORK RELATED REQUIREMENTS

Essential Skills/Knowledge/Experience/Qualifications:

Highly developed skills:

- Written, including report writing, verbal, interpersonal, time management, conflict resolution, negotiation, decision-making and problem-solving skills.
- Computer literacy including Microsoft Office.
- Leadership, coaching, feedback and people management skills.

Knowledge:

- Extensive knowledge of contemporary approaches and practices related to leisure centre management, and industry program development best practice.
- Specialist knowledge of people management and Work Health and Safety practices and requirements.

- Specialist knowledge of the Health (Aquatic Facilities) Regulations 2007, Aquatic Facilities Code of Practice WA, relevant workplace health and safety requirements, and other legislation, standards and contemporary practices relating to leisure and aquatic centre management.
- Working knowledge of electro/mechanical plant operations, principles of hydraulics, pool circulation and filtration systems.
- Working knowledge of marketing principles and practices as they relate to Leisure Centre operations.

Extensive experience:
- Multi-purpose leisure facility management
- Project management of major leisure facilities development or redevelopment projects.
- Working within a local government environment.
- Developing and implementing facility-based asset management and preventative maintenance programs.
- Project and contract management including tendering processes.
- Coaching and leading multi-disciplinary work teams.
- Budget preparation, monitoring and reporting.

Qualifications/Clearances:
- Tertiary qualification in Recreation, Business, other relevant qualification or work experience.
- LIWA Aquatic Technical Operator Accreditation (inc Chlorine Gas Handling and SCBA).
- Provide First Aid Certificate (HLTAID011).
- WA 'C' Class Driver's Licence.
- Current National Police Clearance.

6. EXTENT OF AUTHORITY

- Manage a work area of the City at a higher level of ability.
- Exercise control of organisational elements, accountable for the quality, effectiveness, cost and timeliness of programs/projects under their control.
- This position will exert influence on the operations and procedures within the organisation.
- Complex decision making, and strategic and tactical planning requiring significant use of initiative and judgment.
- Solutions to problems require analytical approach and elements of development and creativity within the scope of corporate protocols.

7. WORKING RELATIONSHIPS

Level of Supervision:
- Works under broad direction

Internal:
- All Employees

External:
- Leisure Centre members, patrons, and visitors, including user groups and clubs.
- State Government departments, including (but not limited to): Department of Water and Environmental Regulation, Health Department of WA, and the Department of Creative Industries, Tourism and Sport.
- Specialist consultants and contractors.
- Emergency Services.
- Peak industry representative bodies and other leisure / aquatic professionals.

8. POSITION DIMENSIONS

NUMBER OF EMPLOYEES DIRECTLY REPORTING TO POSITION	6