

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	Coordinator Craigie Leisure Centre	Date Updated	February 2026

2. KEY OBJECTIVES

- Coordinate the strategic direction of the Leisure & Aquatics Programs.
- Responsible for overseeing and monitoring the daily operations and service delivery of the daily operations of the Leisure & Aquatics Programs portfolio.
- 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.
- Undertake complex projects, people 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's Leisure Centre.
 - All leisure and aquatics services, facilities and programs are competitively positioned and are delivered in a safe, inclusive environment with programs in line with industry trends.
 - Crèche services are in delivered accordance with relevant legislation, City's protocols and procedures.
 - Comply with WHS legislation, City protocols, procedures and other WHS related requirements, and actively support City safety systems.
 - Ensure people management activities are undertaken in accordance with relevant legislative requirements and City protocols and procedures.
 - Actively promote the City's commitment to diversity and inclusion.
 - 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

- Monitor and report on performance against Leisure & Aquatics Programs Plan objectives.
- Establish leisure and aquatic services and programs that are competitive.
- Undertake complex projects and studies including but not limited to, introduction of new specific leisure programs, review of services offered and continuous improvement projects.
- Develop project plans for each project including scoping, establishment of deliverables and objectives, budget, project schedule, communication plan and risk management.
- Undertake project monitoring and prepare relevant project reporting documentation.
- Oversee projects in accordance with agreed scope, timeframes and budgets.
- Keep abreast of contemporary issues and industry trends influencing the Leisure Centre industry, in order to share knowledge with all levels of management and colleagues.
- Develop and implement appropriate business responses inclusive of new programs and initiatives where business performance is failing.

Outcome: Leisure and Aquatic Operational Functions

- Manage the supervision of patrons in line with City, Legislative and industry best practice guidelines.
- Develop, implement and monitor appropriate equipment and supplier relationships.
- Monitor the leisure and aquatic programs and equipment to make informed decisions about risk, allocation of resources and suitability for customer use.
- Undertake improvement based regular reviews of systems and procedures to identify efficiencies.
- Ensure all operational and legislative requirements are met.
- Ensure administrative records are maintained in relation to creche attendances.

Outcome: Marketing and Programs Promotion

- Contribute to the development of the annual Marketing Plan inclusive of concept development related to the Leisure & Aquatics program portfolio.
- Implementation of operational activities for marketing campaigns and communication to employees.
- Maintain and grow the Leisure & Aquatics Programs market position and performance.
- In collaboration with Team Leader Systems, Marketing and Customer Experience ensure customer satisfaction levels are monitored and researched through customer feedback and participation trends.
- Keep abreast of short and long term industry trends.

Outcome: Customer Service

- Take a lead in the development and implementation of customer service initiatives and programs.
- Ensure that levels of customer service are measured to meet the desired level of service.
- Develop and maintain positive relationships with internal and external stakeholders

Outcome: People Management

- Oversee the development and implementation of rostering arrangements.
- Undertake recruitment and selection process.
- Ensure employees work in a safe manner.
- Set performance targets and development plans for employees.
- Monitor and manage performance and provide leadership, coaching and on-the-job training.

Outcome: Work Health and Safety

- Responsible for ensuring 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 WHS Team.
- Implement emergency responses in accordance with the established responsibilities and procedures.
- 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's risk management policy and procedures.
- Proactively monitor and resolve reported incidents
- Effectively manage customer behaviour

Outcome: Financial Management and Administration

- In conjunction with the Coordinator Craigie Leisure Centre develop the annual budget.
- Monitor and review the budget income and expenditure on a regular basis.
- Provide monthly reports including trends and variations.
- Undertake procurement activities.
- 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 project management tasks including delivering projects in accordance with agreed scope, timeframes and budgets.
- Proactively contribute to the development and implementation of business and operational plans.
- Identify areas for improvement and develop recommendations and plans.
- 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 and Qualifications:****Skills:**

- Organisational, time management, interpersonal, conflict resolution and negotiation.
- Leadership, coaching, feedback and people management.
- Business planning skills, analytical, problem solving and research.
- Ability to develop and sustain effective industry and stakeholder relationships.
- Written communication with an ability to write concise reports and correspondence.
- Computer literacy including the Microsoft suite.

Knowledge:

- Program administration, development, implementation and evaluation.
- Leisure and aquatic industry trends.
- Business planning, implementation and monitoring.
- Learn to swim levels and competencies
- Work health and safety, and relevant legislation and Australian standards.
- Program enrolment software systems and customer service strategies.
- Human resource management practices.
- Budget development and monitoring.
- Crèche service operations including relevant regulations and legislation.

Experience:

- Management of the aquatic and leisure facility.
- Developing, implementing and evaluating leisure and aquatics planning and programs.
- Developing marketing concepts designed to grow the leisure and aquatics program base.
- People management.
- Developing and managing budgets.
- Stakeholder management.
- Delivering and oversight of a Crèche facility.

Qualifications/Clearances:

- Tertiary qualification in leisure science, sports administration or equivalent experience.
- Current Provide First Aid Certificate (HLTAID011) or willingness to obtain within the first 3 months of appointment.
- Current Provide Cardiopulmonary Resuscitation (HLTAID009) (renewed annually) or willingness to obtain within the first 3 months of appointment.
- Current WA 'C' Class Driver's Licence.
- Current National Police 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:

- All other business units.

External:

- Members of Craigie Leisure Centre.
- 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 part time and casual employees
--	---------------------------------------