

Position Description

Position Title	Operations Coordinator Recreation Services
Directorate	Corporate and Community Services
Level	Level 8
Reports to	Manager Sport and Community Recreation
Responsible for	Recreation staff
Primary Location	Margaret River Recreation Centre
Delegation	As per Authorisations & Delegations Register

Position Overview

- The Operations Coordinator Recreation Services is responsible for the coordination and supervision of operations and development to ensure the effective and profitable management of the Shire's recreation centre sporting facilities. This role encompasses the supervision of daily activities and operations, ensuring compliance with Council policies and health regulations, and the development of a high customer service culture.
- To advise the Manager or Sport and Community Recreation in all aspects of operations.
- To supervise the operation of the Shire's Recreation Centres in accordance with Council Policy and health regulations to provide a safe and attractive environment for patrons.
- To supervise aspects of Human Resources within the Recreation Centres including managing all aspects of Recruitment, Training, Performance management and appraisals, and Safety & Health.

Position Responsibilities

Service Delivery

Operations Management:

- Coordinate and supervise daily operations of the Recreation & Aquatic Centre.
- Ensure systems and procedures are well-understood and effectively implemented.
- Advise the Manager of Sport and Community Recreation on all operational aspects.

Daily Operations:

- Coordinate with bookings, venue hire, program planning, delivery, and evaluation of the recreation centre and Gloucester Park.

Program Management:

- Evaluate the effectiveness of programs and provide regular reports to the Manager.
- Recommend and implement remedial actions when necessary.

Business Planning:

- Assist in the preparation and implementation of the annual business plan for the Centre.

Administration:

- Manage customer enquiries and complaints, registrations, payment records, attendance statistics, and reception information files.
- Conduct reporting, research, and maintain programming and reception files.

Marketing and Communication:

- Develop and execute social media and marketing strategies.
- Ensure clear and consistent communication with all clients and stakeholders.

Facility Management:

- Ensure the Centre is safe, clean, and meets regulatory and statutory requirements.
- Develop operating policies and procedures and liaise with contractors as needed.

Customer Service:

- Work with the Manager to foster a high customer service culture.
- Maintain constant and consistent communication with all clients and respond to their needs.

Sports and Program Development:

- Develop, run, and foster sports competitions for adult social teams and junior teams.
- Extend programs to corporate clients and holiday programs.

Tenant Management:

- Monitor adherence to tenancy requirements by casual, seasonal, and leased community sporting clubs.
- Manage the application process for casual and seasonal user agreements.

Partnerships and Community Engagement:

- Collaborate with other sport and recreation providers to facilitate development opportunities.
- Work with Council facility managers and community sporting providers to integrate participation initiatives.
- Engage with CALD communities, peak sporting bodies, and other stakeholder.

Licensing & Regulatory Requirements

- Ensures Code of practice for Swimming Pools regulations and guidelines are met and that records are kept in a secure and confidential manner.
- Monitor the building's asbestos plan to ensure compliance.
- Record Accident/Incidents and fulfil external reporting requirement.

Human Resources

- Coordinate Human Resources including:
 - Undertake recruitment, inductions and mentoring of staff.
 - Undertake personnel performance planning, evaluation and disciplinary action.
 - Undertake personnel training needs analysis.
 - Manage personnel issues and disputes; and
 - Manage, monitor and audit safety and health, workers compensation and injury management processes and performance.
- Coordinate team to fulfil its quality service and/or work standards.

Operational Planning, Coordination and Reporting

- Develop, coordinate, and review operational plans for the following areas: Recreation Centre and Gloucester Park.
- Coordinate operational projects and programs.
- Develop operational performance system including undertaking quarterly performance reporting.
- Manage finances for reporting staff and assigned projects, including preparation of tenders.
- Manage and assist with operational and strategic risks.

OHS

- Develop and maintain Occupational Health and Safety procedures for staff, contractors, volunteers, and patrons within the Aquatic Services.
- Manage occupational safety & health and risk management responsibilities for Aquatics team.
- Ability to conduct inspections and accident/incident investigations.



Financial

- Monitor and report financial activities for accounts, including Ezidebt, Phoenix payments and reports.
- Assist in the preparation of the budget for a service area, project, significant works program.
- Request quotes, assist with procurement and prepare financial estimates on works.
- Process and Acquittal Kid Sport Applications as per Funding agreement.
- Prepare financial reconciliations for auditing purposes.

Position Requirements

Essential

- Extensive experience in supervising a Recreation/ Aquatic Centre including managing the service delivery, license compliance and ongoing development of a Recreation facility.
- Tertiary qualification in business leisure, sport recreation or allied discipline and/or demonstrated equivalent competencies and knowledge of sports including basketball, netball, swimming and/or gained through experience
- Proven experience and knowledge of sports basketball, football and/or netball and the ability to manage the planning, delivery, monitoring and evaluation of sports competitions community programs and services in partnership with community stakeholders that address the community's needs.
- Experience in supervising and leading staff in a range of customer service, administrative and program planning duties commensurate to the operation of a sporting recreation Centre and associated programs.
- Ability to work autonomously and successfully manage a wide scope of work priorities.
- Ability to drive results and motivate a team of customer service focused staff
- Highly developed communication and interpersonal skills including the ability to provide professional advice to a variety of internal and external stakeholders.
- Demonstrated ability to research, analyse and investigate management issues and provide clear and concise communications, reports, and policies.
- Demonstrated experience in managing human resources and occupational safety & health.
- Proven ability to undertake operational planning processes that provide comprehensive management plans for delivering services or projects.
- Computer literacy, MS Office, and keyboard skills.

Desirable

- Experience in computer applications including Synergy Soft, Ezidebit and Phoenix.
- Pool Operations Certificate.
- Ability to Communicate effectively with high support needs people.
- Knowledge of food safety awareness.
- Motor Driver's License – C Class.

Key Relationships

Internal	External
Management Department and Inter-Departmental Staff	General Public Community Groups Schools Department of Education Employment Work Relations Childcare Licensing and Standards Unit National Childcare Accreditation Council Suppliers of Good and Services

General

- Work in accordance with the Shire’s defined Equal Opportunity and Anti-discrimination legislation, procedures & principles;
- Work in accordance with the Shire’s defined Occupational Safety and Health legislation, procedures and principles;
- Adhere to the Shire’s Code of Conduct, policies and management practices as amended from time to time;
- Contribute to the attainment and development of strategic plan outcomes, strategies and actions; and
- Ensure all duties as directed by the Chief Executive Officer are fully undertaken.

The Way We Do Things

Respect



Integrity



Community



Excellence



Acknowledgement

Reporting Officer Name	Signature	Date
Name	Signature	Date