



Position Description

Position Title:	<i>Centre Manager Leisure World</i>	Reports to:	<i>Manager Leisure and Culture</i>
Directorate:	<i>Community Engagement</i>	Supervises:	<i>5 (direct)</i>
Branch:	<i>Leisure and Culture</i>	Classification Level:	<i>8 (LGO)</i>
Location:	<i>Leisure World</i>		

Role summary

Responsible for the overall day to day management of Leisure World including service delivery, customer experience, compliance, risk management, financial performance, asset utilisation and workforce leadership.

What you are responsible for

Leadership

- Provide leadership direction to the team to ensure Leisure World achieves its operational, financial and strategic objectives.
- Drive a culture of accountability, customer focus and continuous improvement to support the ongoing success and sustainability of Leisure World.
- Develop and implement business plans to ensure the long-term sustainability and growth of Leisure World.
- Lead change initiatives and business improvement projects within the Centre.
- Actively participate in and contribute to the development and achievement of corporate improvement projects and initiatives.
- Develop and maintain productive relationships with customers, community groups, sporting organisations, contractors, government agencies and industry partners.
- Represent the City on relevant industry and stakeholder groups as required.

Service Provision

- Oversee service provision at Leisure World including aquatics, swim school, fitness, creche and administration/customer service.
- Ensure Leisure World operates in compliance with all relevant legislation, regulations, industry standards and codes of practice applicable to Leisure World operations, maintain up to date licences, permits and other certification and ensure organisational readiness for inspections, audits and accreditation requirements.
- Provide specialist advice to the City's Leadership team and Council on aquatic and recreation facility operations, industry trends, service delivery models and future business opportunities.
- Establish and regularly review service standards, operating procedures, risk management plans and performance expectations for all service areas within the Centre and ensure a consistently high standard of customer service is delivered.
- Lead the planning and implementation of new services, programs and initiatives that respond to community needs and market opportunities.
- Maintain and update asset registers and plans for replacement and improvement.
- Oversee the planning and implementation of maintenance activities to ensure facility presentation, safety and operational efficiency.
- Negotiate and resolve any day-to-day issues, including those that impact on service delivery and customer service, ensuring that the Manager Leisure and Culture is aware of difficult/sensitive issues that arise.

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Staff Supervision

- Lead, develop and manage the Centre leadership team and operational workforce.
- Establish performance expectations and monitor staff performance against agreed objectives and standards, including an annual performance review.
- Undertake workforce planning and recruitment, ensuring all staff hold the prerequisite qualifications for the roles they are employed for.
- Ensure employees receive appropriate induction, training and professional development opportunities.
- Ensure workforce resources are effectively allocated to meet operational requirements and customer demand.
- Approve leave, timesheets, overtime and other employee-related transactions within delegated authority.
- Manage conflict and difference and contribute to the resolution of employee relations issues to maintain an effective working environment with support from the Manager Leisure and Culture.

Administration

- Develop, review and implement management systems, business processes and performance frameworks that support organisational objectives.
- Responsible for the procurement and performance of the Centre's business systems and operational contracts, including the leisure management system, leased gym equipment, pool plant maintenance contracts and other critical service agreements.
- Monitor and report on key business performance indicators including attendance, participation, membership, customer satisfaction, revenue and expenditure.
- Ensure appropriate emergency management, incident reporting and business continuity arrangements are maintained.
- Sign off all correspondence relating to service delivery area within established guidelines.
- Ensure that Leisure World records are adequately documented in all relevant systems in accordance with City policy and procedures.

Finance

- Develop the annual budget for Leisure World, including the setting of fees and charges.
- Accountable for the achievement of Leisure World's annual income, expenditure and performance targets.
- Develop and implement revenue growth initiatives to increase centre utilisation, membership growth, member retention and program participation.
- Oversee financial transactions and ensures they are conducted in accordance with City Policies and Procedures.
- Identify and secure external funding opportunities, grants and partnerships where appropriate.

Other

- Embody the City's values and abide by all applicable legislation, policies, procedures and the Code of Conduct.
- Required to carry out work in a safe and responsible manner in line with Work Health and Safety legislation, policies and procedures.
- Other duties as required.

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Essential experience, capabilities and qualifications required to fulfil the role.

- **Technical skills:** Substantial experience in the leadership and management of a large recreation, aquatic or leisure facility including business performance, budget management, revenue generation, membership growth, customer retention and service delivery outcomes.
- **Leadership:** Demonstrated ability to lead, motivate and develop multidisciplinary teams to achieve strategic, operational and financial objectives.
- **Business and financial management:** Demonstrated experience managing significant operating budgets, developing business plans, monitoring performance and driving commercial outcomes.
- **Compliance:** Demonstrated knowledge of legislative, regulatory and industry requirements relevant to recreation, aquatic and leisure facility operations.
- **Analytical and problem solving:** Demonstrated ability to apply high level conceptual, analytical and problem-solving skills to solve complex issues.

Desirable role requirements

- Tertiary qualification in leisure, recreation or business management.
- Pool Operators Certificate.

Appointment conditions

- Current Senior First Aid Qualification
- Current Police Clearance
- Working with Children Check

Director Community Engagement

Effective date 11 August 2026

Signature



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