

POSITION DESCRIPTION

POSITION TITLE:	Group Manager Leisure
DIVISION:	City Service & Living
REPORTS TO:	Manager Active Living
LOCATION:	Hume Leisure Facilities
DATE:	June 2025

OUR VALUES

At Hume City Council our Values underpin everything that we do.



We're better, every day
We give things a go and value progress over perfection. We have permission to go for it and are expected to reflect and learn.



We're in it together
At Hume, everyone matters. We welcome and include all. Respect and safety are expected.



We show up
We empower and trust others and own our work. We rise to the challenges and are expected to do what we say we will.



All for Hume
We strive to achieve our best for the Hume Community. We are proud and passionate about working towards better outcomes and expect that they are at the centre of everything we do.

POSITION OVERVIEW:

As a member of City Services and Living division, you will report directly to the Manager Active Living and work as part of a collaborative team, providing leadership and driving Council's vision of being a leader in achieving social, environmental, and economic outcomes for our community.

You will leverage Council's resources and lead your team to ensure the outcomes of the Council Plan, Council Strategies and Divisional Plans are delivered in an accountable, responsible, and forward-thinking manner.

At Hume City Council, managers are exemplars of the Council's values. You will ensure a focus on execution and accountability, and role model behaviour aligned with our values. You will be at the forefront of embedding OneHume across our organisation, leading cultural change, focusing on supporting transformation initiatives, and building a welcoming environment where people thrive. We aim to work in a manner where we strive to be better every day, care about each other, and take pride in delivering positive outcomes for our community.

You are expected to establish and maintain constructive working relationships across the organisation, with Councillors and community members. You are also expected to maintain a strong commitment to health and safety and ensure good governance. The active living team exist to empower, activate and connect our community.

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KEY RESPONSIBILITIES

The Group Manager Leisure plays a pivotal role in promoting and enhancing the health, wellbeing and social inclusion of the Hume community. This position supports the Manager of Active Living to oversee the strategic planning, development, and implementation of leisure, sports, and recreation programs and spaces aimed at fostering active living and inclusive participation across Hume's diverse community.

Leading a large team of 500+ employees, this role manages various leisure facilities across the municipality and leads the creation of diverse and active living programs and services that effectively ensure access and participation for all community members.

This role is accountable for

- Leading and managing the development and provision of high-quality aquatic, fitness and leisure services through the management of the business units including staff recruitment, induction and development.
- Providing exemplary leadership of the Hume Leisure team to ensure a positive and high performing staff culture that fosters a collaborative and motivated team environment that encourages accountability, professional development, and exceptional service delivery.
- Ensuring the management, presentation, maintenance and renewal of each facility is of the highest standard and role modelling front line service delivery and facility presentation to maintain high operational standards.
- Developing, managing and reporting on budget planning and forecast targets, ensuring best practice financial management and building financial acumen across the unit.
- Aligning strategic initiatives with business plans to ensure programs and services support broader organisational goals, KPI's and community outcomes.
- Undertaking business planning and analysis of the leisure business including marketing and merchandising strategies, programming, and resources, to drive business growth and strengthen brand identity and reputation across all leisure facilities.
- Actively fostering and developing a range of community and commercial relationships and partnerships to maintain each facilities overall development and financial success.
- Maintaining a strategic overview of all commercial leisure competitors.
- Developing and fostering internal stakeholder relationships to deliver facilities, programs and services that maximise community health and wellbeing outcomes and social justice objectives.
- Cultivate and promote a compliance and safety culture that strongly adheres to health and safety policies, child safety standards and industry regulations to ensure a safe and inclusive environment for staff and patrons.

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Leading a team of three Unit leaders and Manager Leisure Projects, the Leisure portfolio areas are:

- **Operations;** responsible for facilitating the operational requirements for Aquatic Services and Compliance areas across Hume Leisure, ensuring the highest health and wellbeing outcomes of the community are met, through the operation, management and maintenance of Council's leisure and aquatic facilities, indoor sports stadiums, and associated active living facilities.
- **Engagement;** responsible for strategically leading the Customer Service, Marketing, Sales, Administration, People Management and Swim School areas across Hume Leisure. Developing initiatives for maximising centre revenue, enhancing community participation by promoting services and programs. Monitoring and reporting on performance against budget targets and ensuring financial and operational objectives are met to optimise customer satisfaction, and business performance.
- **Fitness and Sport;** responsible for planning, managing, and supporting health club, active sports, and recreation outcomes for the Hume Leisure and Sport Unit across the municipality. Ensuring the range of programs and services provided, are inclusive and responsive to support the changing demographics of the Hume community and maximise participation and health club membership.
- **Leisure Projects;** responsible for planning the Hume community's future sports and recreation needs by delivering capital works projects, such as new facilities, re-developments, major and minor infrastructure works, and continuous improvement projects, to support ongoing community participation in sport and recreation opportunities across Hume.

KEY RELATIONSHIPS

Direct Reports:

Unit Leader Operations
Unit Leader Engagement
Unit Leader Fitness & Sport
Manager Leisure Projects

Internal Liaisons:

Hume Leisure Centre staff
Divisional and Senior Leadership Teams
Executive Leadership Team
Councillors and other Council staff

External Stakeholders:

Key community stakeholders
Community Groups and local sporting organisations
Consultants and contractors
Local Government Authorities and Regional Networks
State and Federal Departments and Sporting Associations
Leisure staff at other Municipalities
Local, regional & state-wide networks

CORPORATE RESPONSIBILITIES

Leadership	<p>The incumbent is expected to:</p> <ul style="list-style-type: none"> • Consistently lead through and be a personal exemplar of our Values; • Develop their people to realise their potential through the Quarterly Check In program and other programs; and • Lead their team to deliver required outcomes
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Budget:	The incumbent is expected to deliver outcomes within the allocated budget
Delegations:	The incumbent is authorised to act in line with the Instrument of Delegations and Sub-Delegations and Council policies.
Code of Conduct:	All employees are responsible for adhering to Council's Employee Code of Conduct and the policies and procedures and Organisational Directives that support it.
Workplace Health and Safety:	Council is committed to a culture of Safety and Wellbeing where we all discuss and act on matters that impact on work health and safety matters. Respect and Safety are expected. The Manager is expected to ensure that workplace health and safety requirements are met within their department and across the organisation.
Equal Opportunity:	Council is committed to equal employment opportunity, inclusion and diversity in the workplace where the rights of individuals are upheld and everyone is treated with respect, fairness, equality and dignity and, where the workplace is free from all forms of unlawful discrimination, harassment and bullying.
Child Safety:	Hume City Council is a child safe organisation with zero tolerance for child abuse. Council adheres to the Victorian Child Safe Standards and related legislation and Council acknowledges the cultural safety, participation and empowerment of all children, especially children from Aboriginal and Torres Strait Islander, or culturally and/or linguistically diverse backgrounds and those with a disability. As such, all staff must ensure that their behaviours and actions are consistent with these standards
Service Planning & Improvement:	It is a requirement of the Service Performance Principles of the <i>Local Government Act 2020</i> for Councils to continuously improve service delivery and service performance. The incumbent is responsible for undertaking service planning and continuous improvement in their areas of responsibility and ensuring implementation of service plan actions in accordance with Council's Service Planning Framework.
Asset Management:	Staff are responsible for undertaking Asset Management functions in accordance with Council's Asset Management Policy to ensure Council assets continue to be appropriately managed and maintained.
Environmental Sustainability:	Hume City Council has a strong and enduring commitment to environmental sustainability and prides itself on its leadership on a range of environmental issues. Council's Waste & Sustainable team and Climate Action Integration team lead Council activities in this area, however all Council departments have a direct responsibility for implementing environmental sustainability actions across all Council operations and services to the community.

MANAGER COMPETENCIES

To be successful in this role you must be able to:

- Demonstrate exceptional people leadership skills, including the ability to supervise, delegate, motivate and develop employees. Build a high performing culture and support both tertiary qualified and experienced staff to deliver quality community services in a fast paced, highly regulated environment.
- Foster positive relationships across the organisation and with key stakeholders, including peers, community sporting and leisure organisations.
- Implement and ensure adherence to Council policies and procedures, including human resources practices relating to Equal Employment Opportunity (EEO), Occupational Health & Safety (OH&S) and employee development.
- Demonstrate highly developed time management skills, with a demonstrated ability to plan, prioritise and organise both personal and team workloads, to achieve

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objectives within set timeframes, despite conflicting pressures, budget/resource allocations, complex work environments and operating with little direction.

- Demonstrate proven capability to deliver organisational objectives by aligning strategies with internal capacities, whilst considering external constraints and new opportunities.
- Develop annual budgets with minimal guidance, monitor expenditure and ensure that Council's financial procedures are followed.
- Successfully manage performance of staff, consultants and multi-disciplined project teams, including the proactive and constructive management of underperformance, where identified. Ensure a healthy, safe and inclusive workplace culture, empowering individuals in the workplace to recognise their personal responsibility for ensuring the physical and psychological safety of others.
- Initiate, establish and oversee the management and evaluation of contracts with external service providers and agencies in accordance with Council processes.
- Anticipate potential problems, take initiative, and pre-empt required actions to support the effective operation and asset management of leisure services.
- Successfully take ownership and implement Council and senior management decisions.
- Translate strategic direction into meaningful long-term plans and objectives for Hume Leisure Services.
- Respond flexibly and manage resources to address changing demands and deliver program objectives.

BEHAVIOURAL STRENGTHS REQUIRED

- High integrity.
- Critical thinker.
- Agile and responsive to change.
- Optimistic, open to learning and able to bring fun into the work environment.
- Calm, steady and resourceful, bringing energy when required.
- Emotionally intelligent and able to build trust and foster positive relationships.
- Can handle pace and is results driven.
- Able to delegate and collaborate to support outcomes.
- Community focused.
- Accountable, and an active contributor.
- Passion for learning and growth of self and others

QUALIFICATIONS AND EXPERIENCE:

The following qualifications and experience are required for the position:

- Post-graduate qualification in Recreation, Sports Management, Business Management and several years relevant specialist experience, or lesser qualifications with extensive experience in recreation, leisure services or facility management.
- Substantial experience in planning, managing and operating aquatic and leisure facilities, preferably experienced managing multiple facilities / leisure services simultaneously in a fast-paced environment.
- Demonstrated experience in inspiring and fostering a positive, collaborative and high performing culture and is a leader that shows up and is present.

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- Exceptional communication and engagement skills, with the ability to communicate and connect with diverse audiences and stakeholders.
- Well-developed networks in the leisure and aquatics industry.
- Strong financial, people and project management skills, with experience in contract / project management, as well as managing a multidisciplinary and geographically dispersed workforce.
- Demonstrated experience in conflict resolution and managing complex situations involving both staff and patrons.
- Responsible for setting, maintaining, and continuously enhancing exceptional customer service standards to ensure outstanding client satisfaction.
- Lead and actively participate in recruitment strategy development, coaching and mentoring initiatives, and collaborates on designing and implementing comprehensive training plans to build a high-performing team. Substantial experience at a senior leadership level, including strategic oversight of sport and leisure facility management, business development and operations, leisure infrastructure capital works delivery and sport and recreation programs and services.
- Highly developed conceptual, analytical, and strategic skills with a track record in leading change and business development within a complex and diverse organisation.
- Experience in change management and demonstrated capacity to liaise, negotiate, influence and gain co-operation and assistance from all employees, managers and the community.
- Strong understanding of contemporary challenges and opportunities relevant to local government, including community inclusion, social justice and climate change.
- Demonstrated experience with Occupational Health & Safety and best practice Risk Management within a high-risk environment.
- Current Victoria Drivers Licence
- Employee Working with Children Check.

AGREEMENT:

I hereby accept and agree that by placing my electronic signature in the text box, this shall be considered as an original signature for accepting the duties in this position description.

I understand that key responsibilities and duties in this position description will be undertaken in accordance with the Employee Handbook and I agree to abide by the terms and conditions stipulated therein.

Name (Please print):

Signature:

Date:

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