

POSITION DESCRIPTION

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| POSITION TITLE: | UNIT LEADER OPERATIONS |
| DIVISION: | CITY SERVICES AND LIVING |
| DEPARTMENT: | ACTIVE LIVING |
| SECTION: | HUME LEISURE |
| CLASSIFICATION: | BAND 7 |

POSITION OBJECTIVES:

At Hume Leisure, we empower, activate and connect our community through exceptional aquatic and recreational experiences.

Within Hume Leisure, leaders are exemplars of the Council and team values. You will ensure a focus on execution and accountability and role model behaviour that is aligned to set standards. We aim to work in a manner where we strive to be better every day, care for each other and take pride in delivering positive outcomes for our community.

The Unit Leader Operations role strategically leads the aquatic operations, compliance and safety areas across all Hume Leisure facilities. This role requires an astute individual, experienced in leading large teams in a multi-site environment, creating high performance work environments, along with strong commercial acumen in the management of diverse work sites.

As a senior leader, you will provide the Operations team with a clear vision for performance, and manage the strategic and operational requirements across Hume Leisure . You will ensure all key performance objectives are achieved, and financial targets are met, with a key focus on facility and asset management, implementation of consistent best practice aquatic safety and supervision standards and building and leading a high performing team.

KEY RESPONSIBILITIES AND DUTIES:

1. Strategic Leadership:

- Provide strategic leadership, creating a high performing proactive team, that delivers consistent service delivery.
- Set a clear strategic direction with measurable goals and targets for the operations team, ensuring key performance outcomes and deliverables are achieved within budget and on time.
- In conjunction with the Group Manager Hume Leisure and the broader Unit Leader team, develop and implement key business strategies and models that aim to increase participation and local engagement in aquatic and leisure activities.
- Lead a positive, inclusive culture that values and develops people, promotes high performance and is customer focused.
- Provide the Group Manager Hume Leisure and Manager Active Living with strategic advice and business performance reporting for the Hume Leisure Operations Unit.
- Develop and deliver change management and strategic direction initiatives as required.
- Identify service gaps, opportunities, industry trends and local needs and identify short- and long-term strategies to address them.

2. Staff Management:

- Provide and model best practice leadership and direction to the Hume Leisure leadership team and all staff in the Hume Leisure Operations Unit.
- Communicate and implement people management strategies for the continual improvement in service delivery and professional development of all staff.
- Establish and promote a workplace environment that supports and encourages innovation, respect, customer service and collaboration.
- Work collaboratively with People and Culture to promote the processes and interventions that are necessary to improve performance, capability and the potential of all staff.
- Ensure that staff, have a clear understanding of their role, objectives and strategies contained within the Council Annual Action Plan, associated Active Living Business Plan and Hume Leisure Plan.
- Ensure that all staff are aware of, and work within legislative requirements for the operation and management of a public aquatic and leisure facility and sites are managed in line with industry best practice.

3. Development and implementation of financial, business and strategic performance:

- Prepare and develop annual budgets (including capital works applications and project bids) for review by the Group Manager Hume Leisure.
- Develop initiatives for maximising centre revenue, monitoring and reporting on performance against budget targets ensuring financial targets are met.
- Prepare, monitor and review the delivery of all services and programs and evaluate their efficiency, relevance and effectiveness in meeting financial and operational objectives and optimising customer satisfaction.

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- Ensure that all contracts and purchases are made in accordance with financial delegations and the provisions of Council's purchasing and procurement policies.

4. Management of day to day operations:

- Maintain effective and collaborative communication with all customers, community groups/organisations, business partners, Council and other government authorities.
- Ensure facilities, assets, and equipment are proactively managed to ensure that the range of programs and services offered across Hume Leisure can consistently be delivered to support the health and wellbeing of the community and are inclusive and responsive to the changing demographics.
- Participate in industry associations and networks to maintain up to date knowledge of industry trends and identify the implications for the Operations Unit.
- Ensure work practices comply with regulatory requirements and implement industry guidelines.
- Cooperate and comply with the requirements of all Hume City Council policies and procedures and any actions taken by Council to comply with relevant acts and regulations.
- Ensure compliance with the Occupational Health and Safety (OHS) Act to provide for staff, contractor and client safety, including but not limited to manual handling, contractor induction and hazardous substance registers.

5. Strategic Asset Management:

- Develop, implement and monitor long-term asset management plans that are aligned with organisational goals, working in collaboration with appropriate internal and external stakeholders.
- Develop and manage up to date asset registers and compliance documentation.
- Monitor asset performance and condition to provide informed recommendations to the Group Manager Leisure and Active Living Manager on maintenance and renewal strategies.
- Prioritise and manage in partnership with Active Living Project Manager, capital improvement projects for the aquatic and leisure facilities.
- Collaborate with internal teams, contractors, and community stakeholders to align asset strategies and communicate plans and priorities transparently to build trust and support.
- Ensure integration of asset systems with broader organisation planning tools.
- Integrate environmentally sustainable practices into asset management where appropriate and possible.

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| ORGANISATIONAL RELATIONSHIPS: | |
|--------------------------------------|--|
| Reports to: | Group Manager Hume Leisure |
| Supervises: | Coordinator Aquatic Services, Coordinator Compliance and Safety |
| Internal Contacts: | Hume Leisure Operations Team Leaders and Staff Hume Leisure Leadership Team Hume Leisure Department Active Living Department People and Culture Customer Experience Strategic Communications Other Hume City Council staff |
| External Contacts: | Hume Residents/Ratepayers and other stakeholders that use the facilities Contractors and or consultants Government departments, statutory authorities, agencies and industry bodies, including but not limited to Royal Life Saving Society, Aquatics & Recreation Victoria, Life Saving Victoria and Parks and Leisure Australia Relevant state and federal government departments Other Aquatic & Leisure service providers Schools (including tertiary education institutions) and sporting clubs Relevant unions |

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ORGANISATIONAL CONTEXT

VISION

Hume City Council will be recognised as a leader in achieving social, environmental and economic outcomes with a common goal of connecting our proud community and celebrating the diversity of Hume.

MISSION

To enhance the social, economic and environmental prosperity of our community through vision, leadership, excellence and inclusion.

OUR VALUES

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

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|  | <p>We're better, every day</p> <p>We give things a go and value progress over perfection. We have permission to go for it and are expected to reflect and learn.</p> |
|  | <p>We're in it together</p> <p>At Hume, everyone matters. We welcome and include all. Respect and safety are expected.</p> |
|  | <p>We show up</p> <p>We empower and trust others and own our work. We rise to the challenges and are expected to do what we say we will.</p> |
|  | <p>All for Hume</p> <p>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.</p> |

WORK HEALTH & SAFETY (WHS)

Employees are required to participate in the WHS process by:

- Following established safe working instructions, procedures and policies.
- Taking reasonable care for their own Work Health and Safety and that of others.
- Seeking assistance when unsure of practices, procedures and policies to perform a task.
- Reporting all incidents, injuries, near misses, damage to property and hazards as soon as practicable to their supervisor and the WHS Team.
- Actively participating and contributing to inspections, audits, team meetings and training.
- Ensure that relevant WHS legislation is complied with.

Managers, Coordinators, Team Leaders and Supervisors are required to participate in the WHS process by:

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- Assist with the implementation of WHS policies, procedures, guidelines, work instructions and Control Plans.
- Consult with employees on WHS issues and support Health & Safety Representatives in their duties and/or requests.
- Discuss WHS issues as a part of team meetings.
- Conduct and document system reviews and inspections of employees and contractors with assistance from the WHS Team, manager(s), Health & Safety Representatives and/or employees.
- Ensure appropriate training and instruction is given to personnel allowing them to complete jobs safely and without risks to health and safety.
- Take appropriate action to alleviate any hazards, unsafe acts or omissions that are observed or brought to their attention and provide appropriate feedback and support.
- Conduct effective induction of all employees, followed by ongoing training to develop and maintain a high level of WHS awareness.
- Assist with the implementation of Return to Work Plans.
- Ensure that relevant WHS legislation is complied with.

RISK MANAGEMENT

Contribute to a positive risk management culture by complying with the *Risk Management Policy*, assisting with the implementation of the Risk Management Strategy and reporting risk management concerns and improvements to their supervisors and/or managers.

Manage risks in area of responsibility by complying with the WHS Policy and Processes and implementing appropriate risk management strategies.

Demonstrate Council's commitment to implementing best practice risk management processes.

STATEMENT OF COMMITMENT TO CHILD SAFE STANDARDS

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 & CONTINUOUS IMPROVEMENT

It is a requirement of the Service Performance Principles of the *Local Government Act 2020* for Councils to continuously improve service delivery and service performance. Managers and Coordinators are responsible for undertaking service planning and continuous improvement in their area/s 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

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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.

Council's *Live Green Work Green* employee behaviour change program encourages staff participation in reducing the environmental impact of Council operations. Staff are encouraged to join the environmental leadership team, the *Green Team*, which guides action in this area.

HUMAN RIGHTS APPLICATION

As a public authority Council is legislated to act in ways that are compatible with human rights. The Charter of Human Rights and Responsibilities Act 2006 (Vic) provides a framework to guide decision making, to manage risks and to ensure the business of government is carried out in a balanced, transparent, and accountable way. As an employee of a public authority consideration of the human rights of all who Council aims to serve facilitates the improved provision of services, policies and strategies.

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| POLICE CHECK: The incumbent must have and maintain a current Police Check | |
| WORKING WITH CHILDREN CHECK: The incumbent must have and maintain a current Working with Children Check | <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO |
| PRE-EMPLOYMENT MEDICAL CHECK <ul style="list-style-type: none"> The incumbent must undergo a Pre-Employment Medical Check (including fitness for work and functional capacity assessments, muscular-skeletal screening and drug & alcohol test. May also include cognitive assessment.) The incumbent must undergo a Pre-Employment Audio Test | <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO |
| PSYCHOMETRIC ASSESSMENT The incumbent must undergo a series of psychometric assessments (Psychometric testing can take various forms, such as numerical, mechanical, logical, verbal, or skills tests) to ensure suitability for the position | <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO |
| OTHER DUTIES Responsibilities and duties included in this position description are subject to the <i>Multi-skilling</i> provisions of the <i>Hume City Council Enterprise Agreement</i> as varied from time to time. | |

ACCOUNTABILITY AND EXTENT OF AUTHORITY:

The incumbent is responsible and accountable for:

- Displaying and promoting Our Hume Values & Guiding Behaviours.
- Maintaining knowledge of and working within Organisation Policies and Procedures including Equal Employment Opportunity (EEO) and Occupational Health and Safety (OHS) and Code of Conduct.

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- In conjunction with the Group Manager Leisure, develop and implement strategic plans, policies and guidelines.
- Providing efficient and effective operational and strategic management.
- Service innovation and application of best practice and continuous improvement methodologies in the management of leisure sites with a specific focus on aquatic operations, compliance and safety.
- Responsible for all aspects of service delivery including staff management, financial management, designing and implementing required safe operating procedures, work instructions and initiating programs to meet community needs.
- Providing direction and support to staff by leading, supervising and developing staff under their direction including performance management.
- Ensuring programs and services are carried out in accordance with relevant legislation, policies, budgets and Council guidelines.

JUDGEMENT AND DECISION MAKING:

The incumbent is accountable for:

- Research, evaluate, implement and review requirements for leisure services planning, resourcing and service delivery.
- Utilise complex problem-solving skills and sound independent judgment within broad goals, policies and relevant legislation, to ensure the delivery of services within regulatory and budgetary requirements.
- Using initiative to develop ideas and innovative responses, and planning and policy options for the provision of strategic advice and recommendations to the Group Manager Leisure and Manager Active Living.
- Provision of accurate and timely strategic advice and support to management and staff.
- Guidance and advice is not always available within the organisation.

SPECIALIST KNOWLEDGE AND SKILLS:

The following knowledge and skills are required to be utilised:

- Specialist knowledge of aquatic operations and facility operations.
- Leadership of the aquatic discipline in overseeing Lifeguard and Duty Supervisor Teams.
- Leadership of the compliance and safety discipline in overseeing Operations, Maintenance, Security, Cleaning and Contractor Management.
- Extensive experience in service delivery in a commercial environment and sound financial management skills including budget development, financial analysis and development and implementation of business plans for leisure centres.
- Demonstrated expertise in strategic asset management within aquatic and leisure environments, including lifecycle planning, risk-based maintenance strategies, and alignment of asset performance with community service outcomes and organisational objectives.
- Demonstrated experience in developing and implementing policy, strategies and programs relevant to the leisure industry.
- Knowledge of current legislation and requirements relating to public health and safety issues, including pool operations requirements and public health legislation.
- Provision of accurate and timely strategic advice and support to management and staff.

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MANAGEMENT SKILLS:

The following management skills are required to be utilised:

- Implement relevant legislation including EEO and OHS, and ensure adherence to legislation, policies and procedures.
- Proven experience in official performance management procedures complying with the Fair Work act and National Employment Standards.
- Proven time management skills including setting priorities, organisation of work and meeting of deadlines in a complex and diverse work environment.
- Project management experience including knowledge of procurement, contractor engagement, supervision and OHS requirements.
- Successfully implement Council and senior management decisions.
- Oversee evaluation of contracts with external service providers and agencies.
- Demonstrated high quality analysis and problem-solving skills including the ability to achieve outcomes and deliver projects on time within budget allocations.

INTERPERSONAL SKILLS:

The following interpersonal skills are required to be demonstrated:

- Highly developed oral and written communication skills including the ability to write high level reports and submissions and present to various audiences.
- Excellent communication, interpersonal and leadership skills and the ability to develop and maintain relationships with internal (including staff) and external stakeholders.
- Develop and motivate team members, facilitating a culture of trust and performance.
- Strong advocacy, relationship management and persuasion skills to ensure the aims and objectives of the sites are promoted to the community, Councillors, peak bodies, state and federal government in an articulate professional manner to achieve successful outcomes.

QUALIFICATIONS AND EXPERIENCE:

The following qualifications and experience are required for the position:

- Tertiary qualifications either in leisure, recreation, facility management or a business-related discipline with a least five years relevant experience or lesser qualifications with intensive specialist experience in a senior role in leisure, recreation or facility management.
- Demonstrated experience in development and implementation of strategic programs and policies and experience in operating and managing a large aquatic/fitness facility.
- Extensive experience in service delivery and sound financial management skills including budget development, financial analysis and development and implementation of business plans for leisure centres.
- Demonstrated experience in leading and managing a significant number of employees, and implementation of people management strategies for the continual improvement of service delivery and professional development of all staff.
- Demonstrated experience in service innovation and application of best practice and continuous improvement methodologies in the management of leisure centre operations.
- Current Victorian drivers licence and Level 2 First Aid.

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TASK ANALYSIS

In undertaking the inherent requirements of their duties, a person in this position may be expected to work in or be exposed to the following conditions or activities as marked.

| Condition/Activity | Constant | Frequent | Occasional | N/A |
|---|--------------------------|-------------------------------------|-------------------------------------|-------------------------------------|
| Manual handling weights – above 10kgs | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| – below 10kgs | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Manual handling frequency | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Repetitive manual work | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Repetitive bending/twisting | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Repetitive kneeling/squatting | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Working with arms above head | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Lifting above shoulder height | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Using hand tools – vibration/powered | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Operating precision machinery | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Close inspection work | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Wearing hearing protection | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Wearing eye protection | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Wearing safety shoes/boots (steel cap) / gum boots | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Wearing other relevant PPE | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Working in dusty conditions | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Working in wet/slippy conditions | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Working with chemicals/solvents/detergents | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Washing hands with soap (hygiene) | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Working at heights | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Working in confined spaces | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Working in chillers (+4 degrees C) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Performing clerical duties | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Working on a keyboard | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Driving cars and/or trucks | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Other (please specify) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Other special features (e.g. nature of chemicals, travelling requirements etc): | | | | |

VARIATION TO CONDITIONS OF EMPLOYMENT:

These conditions of employment, your duties and your location may be varied by Council during the term of your employment.

The key responsibilities and duties in this position description are to be undertaken in accordance with the General Employee Handbook.

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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:

SELECTION CRITERIA:

Selection will be based on the following selection criteria; however, reference will also be made to other listed skills, knowledge and attributes as required in the position description:

1. Tertiary qualifications either in leisure, recreation, facility management or a business-related discipline with a least five years relevant experience, or lesser qualifications with intensive specialist experience in a senior role in leisure, recreation or facility management.
2. Demonstrated experience in service innovation and application of continuous improvement methodologies in relation to indoor sports, programs and fitness services.
3. Extensive experience in service delivery and sound financial management skills including budget development, financial analysis and development and implementation of business plans for leisure centres.
4. Demonstrated experience in leading and managing large number of employees, and implementation of people management strategies for the continual improvement of service delivery and professional development of all staff.
5. A demonstrated understanding and practical experience in applying strategic asset management principles within aquatic and leisure facilities to support sustainable service delivery for the community and user groups.