

POSITION DESCRIPTION

POSITION TITLE:	TEAM LEADER MAINTENANCE AND PRESENTATION
DIVISION:	CITY SERVICES AND LIVING
DEPARTMENT:	ACTIVE LIVING
SECTION:	HUME LEISURE
CLASSIFICATION:	BAND 5

POSITION OBJECTIVES:

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

Within Hume Leisure, leaders are exemplary 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 Team Leader Maintenance and Presentation will provide the provision of high-quality aquatic and recreation opportunities to Hume City Council residents, by providing safe, friendly, inclusive and welcoming environments through leading the delivery of high-quality presentation services and facility operations.

At Hume City Council - Active Living, we pride ourselves on creating a workplace culture that is united, proactive, inclusive and unrivalled. We are looking for passionate people who share these values and want to make a difference.

KEY RESPONSIBILITIES AND DUTIES:

1. Lead the maintenance and presentation team to provide a high level of service:

- Maintain appropriate rostering, supervision, support, and performance management of the maintenance and presentation team, to ensure the highest standards of safety, cleanliness and service delivery are always provided.
- With support from the Coordinator Compliance and Safety, plan and facilitate recruitment and onboarding of new maintenance and presentation staff, to ensure appropriate work force levels are maintained.
- Support the Coordinator Compliance and Safety and the Coordinator Aquatic Operations in the development and review of risk assessments, policies, procedures, and work instructions relating to work delivery and service provision with a strong focus on ensuring health, safety and service for all members of the public, staff and contractors using the facilities.
- This position is responsible for the implementation, staff training, monitoring, and review of such systems / processes within the facilities.
- Maintain both proactive and reactive maintenance programs while ensuring the maintenance calendar remains current.
- Establish and promote an organisational culture committed to safety by complying with industry regulations and guidelines whilst integrating Council policies and procedures.
- Under the guidance of the Coordinator Compliance and Safety; and in collaboration with the Hume Leisure leadership team; plan, deliver and review ongoing training programs for staff to ensure that the Hume Leisure team is maintaining a high standard of expertise, skill and compliance with industry standards.
- Conduct regular check-ins and reviews with a focus on staff safety, wellbeing and professional goals to support employee needs and improve retention outcomes.
- Ensure compliance with all employee management administration procedures. These include the development and publication of staff rosters, completion of timesheets, staff training and qualifications and any other information as required.
- Ensure timely completion of preventive and reactive maintenance tasks.
- Maintain the maintenance tracker to ensure it is accurate, up to date, and aligned with Hume's maintenance requirements and operational priorities.
- Actively support employee retention strategies that promote engagement, safety and accountability.

2. Delivering high quality Hume Leisure facilities:

- Proactively initiate, monitor and review maintenance and service contracts for operational plant and equipment to ensure the longevity and operational effectiveness of all assets in line with relevant standards and manufactures recommendations. This includes (but not limited to) Auto doors, patron lifting equipment (Hoists), Building Management System (BMS), Height Safety Equipment inspections etc.
- Support the Coordinator Compliance and Safety oversee the cleaning contract at Hume Leisure facilities, ensuring high quality presentation is maintained to provide facility users with clean and hygienic facilities.
- Support the development and review of risk assessments, policies, procedures, and work instructions relating to Facility Operations (including but not limited to facility cleaning, building operations and plant / equipment usage).
- These systems / processes will focus on maintaining and extending the life of assets whilst ensuring the health and safety for all members of the public, staff and contractors using the facilities.
- This position is responsible for the implementation, staff training, monitoring and review of such systems / processes within the facility.

Position Description - For current version refer to HQ. Printed copy for immediate use only. Page 2 of 13	Approved By: Manager People & Culture	Approval Date: June 2026
	Author: Manager People & Culture	Review Date: June 2027

- Management of cleaning chemical and consumable processes including safe storage, handling, and stock management (managing quantities to meet operational needs) in conjunction with the Coordinator Compliance and Safety. This includes relevant documentation and record keeping to also support the monitoring of budgets.
- In conjunction with the Coordinator Compliance and Safety, implement and maintain the Contractor management system in line with Council policies, procedures, relevant regulatory guidelines, standards and legal requirements.
- Allocate resources efficiently to meet business demands and minimise asset and facility downtime.
- Support the Coordinator Compliance and Safety in creating a positive team culture that promotes engagement, safety, accountability and timely reporting.

3. Supporting Duty Supervisors

- Support the development and implementation of processes for Duty Supervisors to deliver high quality day-to-day operations in key facility operations, maintenance and presentation areas. These include but not limited to:
 - Contractor Supervision: day to day supervision and management of Contractors in line with the contractor management process
 - Facility presentation: day to day monitoring, reporting and corrective actions related to the daily cleaning and presentation.
 - Plant/ Building Operations: day to day monitoring (inspections), routine maintenance, troubleshooting common issues and a clear escalation process to address operational issues.
- Support the ongoing training and performance of Duty Supervisors in these key areas through mentoring and training opportunities in conjunction with the Coordinator Aquatic Services and the Coordinator of Compliance and Safety.

4. General

- In conjunction with the Hume Leisure leadership team, prepare and assist with compliance activities, including audits across the department.
- Support the Coordinator Compliance and Safety in the development, implementation, review and routine practice of the Emergency Preparedness and Response Procedure. Provide advice relating to Hume Leisure facilities regarding prevention and response to Emergencies of various kinds.
- Ensure the appropriate supervision of facility maintenance work undertaken by all contractors and staff to ensure that safe work practices are maintained invariably, work is completed satisfactorily and required documentation is provided and retained on file.
- Engage with the industry to maintain knowledge of industry best practice, trends and opportunities.
- Act as Chief Warden and/or Area Warden as required in the case of an Emergency Evacuation.
- The incumbent of this position may be directed to carry out duties and responsibilities that sit outside the position, provided they do not exceed the approved qualifications of such requests.

<p>Position Description - For current version refer to HQ. Printed copy for immediate use only. Page 3 of 13</p>	<p>Approved By: Manager People & Culture</p>	<p>Approval Date: June 2026</p>
	<p>Author: Manager People & Culture</p>	<p>Review Date: June 2027</p>



Active Living

WHY

We activate, connect and empower our community

We ensure that community is at the center of our decision making

We are industry leaders and support the learning and growth of our community

We design high quality programs that maximise utilisation and are inclusive for all community members

We will innovate, challenge ourselves, and plan for the future to meet the evolving needs of our community

We measure and evaluate the impact of our programs and services, ensure alignment with community needs and industry standards.

We foster a culture of trust, collaboration and growth.

We will recruit, retain and upskill our staff, creating a positive and inclusive work culture

We are strategic in managing our assets and how we utilise them.

HOW

A workforce that is passionate about the work they do, that deliver efficient and effective services.

Highly trained staff that deliver exceptional experiences and build trust with our community and stakeholders.

High-quality, accessible facilities and programs that support diversity, inclusion, and the evolving needs of our community.

Vibrant, safe and welcoming spaces that foster physical activity, social connection, and a strong sense of belonging.

Strong relationships through clear communication, proactive engagement, and a commitment to being a trusted community partner.

Dedicated to continuous improvement by evaluating our impact, responding to feedback, and adapting to changing community needs and industry standards.

Strategically plan and maintain high-quality assets and services that enhance community wellbeing and maximise participation.

WHAT

Position Description - For current version refer to HQ. Printed copy for immediate use only. Page 4 of 13

Approved By:
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Active Living Values



WE'RE BETTER EVERYDAY

We seek new ideas to achieve our goals and to grow



WE ARE IN IT TOGETHER

We give and receive feedback in an honest respectful manner



WE SHOW UP

We proactively take action to achieve our goals



ALL FOR HUME

We seek, evaluate and action on all community insights

Position Description - For current version refer to HQ. Printed copy for immediate use only. Page 2 of 13

Approved By:
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ORGANISATIONAL RELATIONSHIPS:	
Reports to:	Coordinator Compliance and Safety
Supervises:	Maintenance Officer Cleaners
Internal Contacts:	Hume Leisure Leadership Team Active Living Department Other Hume City Council Staff Councillors
External Contacts:	Hume Residents/Ratepayers and other stakeholders that use the facilities. Contractors and/or consultants Community Organisations Professional organisations (i.e.. LSV, ARV) Contractors and suppliers

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.

	<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>

<p>Position Description - For current version refer to HQ. Printed copy for immediate use only. Page 3 of 13</p>	<p>Approved By: Manager People & Culture</p>	<p>Approval Date: October 25</p>
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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:

- 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.

<p>Position Description - For current version refer to HQ. Printed copy for immediate use only. Page 4 of 13</p>	<p>Approved By: Manager People & Culture</p>	<p>Approval Date: October 25</p>
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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

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.

<p>Position Description - For current version refer to HQ. Printed copy for immediate use only. Page 5 of 13</p>	<p>Approved By: Manager People & Culture</p>	<p>Approval Date: October 25</p>
	<p>Author: Manager People & Culture</p>	<p>Review Date: April 2026</p>

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 checked="" type="checkbox"/> YES <input type="checkbox"/> NO <input checked="" type="checkbox"/> YES <input 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 Council’s Hume Values and guiding behaviours;
- Maintaining knowledge of and working within organisation Policies and Procedures including WHS, EEO and Code of Conduct;
- Acting in line with policies, goals, objectives and budgets with regular reporting mechanisms to assist the Coordinator Compliance and Safety to ensure proactive and reactive maintenance is completed, and emergency management procedures are developed and reviewed
- Lead the recruitment, supervision, training and development of staff in the maintenance and presentation areas; including providing staff with the resources necessary to deliver the highest quality service and facility presentation;
- Assist in attaining accurate and timely collection and analysis of data, statistics and information, and the provision of information to assist in preventative and reactive maintenance tasks;
- Provision of accurate and timely specialist advice and support to internal and external contacts relating to Council and leisure organisational policies, strategies and procedures;
- Assist in the development, implementation and evaluation of proactive and reactive maintenance, cleaning contractor management and emergency management procedures
- Ensure effective monitoring of budgets and stock inventory relating to facility maintenance, cleaning and safety.

Position Description - For current version refer to HQ. Printed copy for immediate use only. Page 6 of 13	Approved By: Manager People & Culture	Approval Date: October 25
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JUDGEMENT AND DECISION MAKING:

The incumbent is accountable for:

- Demonstrating initiative in problem-solving and decision-making relating to maintenance, presentation standards, procedures, and day-to-day operations within the area of responsibility. This may involve adapting prior experience to new and changing situations;
- Providing recommendations and developing business cases regarding the continuation, improvement, or replacement of maintenance systems, presentation standards, services, and equipment, considering operational efficiency, financial viability, and stakeholder impact.
- Providing recommendations and developing business cases regarding the continuation, improvement, or replacement of maintenance systems, presentation standards, services, and equipment, considering operational efficiency, financial viability, and stakeholder impact.
- Identifying potential hazards, implementing preventative measures, and responding effectively to emergencies in accordance with relevant safety guidelines and procedures;
- Preventing hazardous situations and to respond accordingly in the event of an emergency in line with relevant guidelines and procedures.
- Guidance and advice are usually available.

SPECIALIST KNOWLEDGE AND SKILLS:

The following knowledge and skills are required to be utilised:

- Utilise effective research skills to keep up to date with current guidelines, safety practices and trends within the industry;
- Knowledge and demonstrated understanding of relevant legislation and regulations relating to public health and safety issues as it relates to risks in leisure environments;
- Proficient in relevant computer software and the use of database and spreadsheet programs including Microsoft Word, Work Plan and Excel, as well as other specific council software applications i.e. OneCouncil, and SafetyCulture;
- An understanding of the long-term goals of Hume Leisure and the individual goals of each service area;
- Proven skills in contractor management, understanding of leisure centre operators, emergency management procedures and ability to develop relationships in internal and external stakeholders

MANAGEMENT SKILLS:

The following management skills are required to be utilised:

- Demonstrated skills in managing time, setting priorities and planning work schedules and where appropriate that of other employees in the most efficient way possible within and set timetables and resource constraints;
- Demonstrated ability to recruit, supervise, train and develop Leisure Centre staff;
- Participation in, and contribution to, professional networks relating to the leisure industry;
- Understanding of, and ability to implement human resources policies and practices, including Occupational Health & Safety (OHS), Equal Employment Opportunity (EEO), and an ability to ensure staff adhere to these policies and procedures;
- Contractor management skills.

<p>Position Description - For current version refer to HQ. Printed copy for immediate use only. Page 7 of 13</p>	<p>Approved By: Manager People & Culture</p>	<p>Approval Date: October 25</p>
	<p>Author: Manager People & Culture</p>	<p>Review Date: April 2026</p>

INTERPERSONAL SKILLS:

- The following interpersonal skills are required to be demonstrated:
- Strong written and oral communication skill with the ability to gain cooperation and communicate both verbally and in writing to a broad range of people from diverse backgrounds and cultures and in the supervision of other employees.
- Capacity to liaise effectively with external stakeholders and collaborate internally to resolve and discuss operational problems and specialist matters in the provision of leisure centre services and facilities management.
- Ability to identify customer needs and expectations, decide the appropriate action and respond accordingly.

QUALIFICATIONS AND EXPERIENCE:

- The following qualifications and experience are required for the position:
- Tertiary qualifications relating to sport and recreational management or a similar field OR relevant experience in operational management, building maintenance and direct delivery in sports and leisure facilities.
- Maintenance or Trade background or demonstrated experience, skills and knowledge in facility management.
- Current Provide First Aid (Level 2) Certificate
- Current Cardiopulmonary Resuscitation (CPR) Certificate
- Current Employee Working with Children Check
- Current driver's Licence

<p>Position Description - For current version refer to HQ. Printed copy for immediate use only. Page 8 of 13</p>	<p>Approved By: Manager People & Culture</p>	<p>Approval Date: October 25</p>
	<p>Author: Manager People & Culture</p>	<p>Review Date: April 2026</p>

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 checked="" type="checkbox"/>	<input type="checkbox"/>
– below 10kgs	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Manual handling frequency	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Repetitive manual work	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Repetitive bending/twisting	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Repetitive kneeling/squatting	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Working with arms above head	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Lifting above shoulder height	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Using hand tools – vibration/powerful	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input type="checkbox"/>
Wearing hearing protection	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Wearing eye protection	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Wearing safety shoes/boots (steel cap) / gum boots	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Wearing other relevant PPE	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Working in dusty conditions	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Working in wet/slippery conditions	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Working with chemicals/solvents/detergents	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Driving cars and/or trucks	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please specify)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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.

Position Description - For current version refer to HQ. Printed copy for immediate use only. Page 9 of 13	Approved By: Manager People & Culture	Approval Date: October 25
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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 relating to sport and recreational management or a similar field; OR lesser formal qualifications with demonstrated skills and experience in facility operations, management of building maintenance and presentation.
2. Demonstrated experience in recruiting, training, leading and supervising teams.
3. Demonstrated ability in leading high-quality facility operations.
4. Experience in contractor management including managing service contracts and complex building maintenance projects.
5. Qualifications and licenses:
 - a) Current Provide First Aid (Level 2) Certificate
 - b) Current Provide Cardiopulmonary Resuscitation (CPR) Certificate
 - c) Current Employee Working with Children Check
 - d) Current Drivers' License

<p>Position Description - For current version refer to HQ. Printed copy for immediate use only. Page 10 of 13</p>	<p>Approved By: Manager People & Culture</p>	<p>Approval Date: October 25</p>
	<p>Author: Manager People & Culture</p>	<p>Review Date: April 2026</p>