Private and Confidential

Team Leader Leisure Facilities
About the Southern Grampians Shire Council

Southern Grampians Shire Council, located in South West Victoria has a landscape dominated by the spectacular Grampians mountain range, ancient volcanoes, tranquil rivers and waterfalls and undulating pastoral land dotted with majestic red gums, the Southern Grampians spans the heart of Victoria’s renowned ‘Western District’ with the Shire located 290 kilometres west of Melbourne and 500 kilometres south east of Adelaide.

Southern Grampians with an area of 6,652 square kilometres with a population of over 17,000 residents, is a progressive and vibrant community with outstanding recreation facilities, highly regarded schools, excellent medical facilities and a safe family friendly environment. The Council as an organization promotes leadership, innovation and working together and is committed to delivering quality services.

Hamilton which is the main retail and service centre is approximately one hour drive from the coastal areas of Port Fairy, Warrnambool and Portland and is supported by the smaller towns of Balmoral, Branxholme, Byaduk, Cavendish, Coleraine, Dunkeld, Glenthompson, Penshurst and Tarrington. Seven elected members, including the Major represent the community of Southern Grampians. For further information visit www.visitgreaterhamilton.com.au

Bus and Rail services are available to Melbourne, via Ararat and Warrnambool.

Organisational Structure

Southern Grampians Shire Council is committed to a culture of strong, positive leadership, respect & integrity and aims to attract and retain skilled, loyal and dedicated people by offering work-based training opportunities, flexible working arrangements and providing a great work / life balance.

Council's workforce is organized into three directorates and the office of the Chief Executive Officer with more than 400 staff covering all types of professions – from lifeguards to community support workers, grader operators to customer service officers and librarians to building inspectors. Council’s main offices are located in Hamilton and numerous other worksites are spread across the Shire, including Depots, Swimming pools and the Hamilton Art Gallery.
Our Values

Innovative
We will be open to new ideas, will welcome creativity and embrace change.

Collaborative
Together we will work smarter to achieve agreed common goals

Respectful
We will be caring, accept differences and value diversity

Trusting
Will be open, honest and brave

Empowering
We will provide opportunities, and deliver and inspire success
INSTRUCTIONS FOR APPLICANTS

Southern Grampians Shire Council offer jobs to people on the basis of competencies and experience. The applicant considered to be the best fit for doing the job is selected. To decide this we look at your qualifications, experience, skills, work practice, personal qualities, attitude and organisational fit. Choosing the best person for the job is part of our policy of Equal Employment opportunity. The Position Description (PD) provides the selection criteria. You need to show how you meet the selection criteria otherwise your application will not be considered any further.

COMPLETING YOUR APPLICATION

- Follow instructions in the Candidate Briefing Pack.
- Provide a covering or application letter.
- Write a statement about how you meet each Selection Criteria (essential & desirable) for the position. If this is not completed you will not advance any further in the selection process.
- Include a current Resume. This should include employment history, including voluntary work, you have done in the past, what organisations you have worked for, the period of employment, the kind of work you did, relevant to the job description.
- Provide the names and phone numbers of Three Referees (at least one referee should be current supervisor, if possible). Also add the nature of your relationship i.e. supervisory.
- Ensure you submit your application by the closing date. Applications received after the closing time and date will not be accepted.

ADDRESSING THE SELECTION CRITERIA

To address the above, you need to demonstrate how you possess each competency by relating it to your experience, skills, knowledge and personal qualities. Use examples, if appropriate, and include any formal qualifications and industry experience.

SUBMITTING YOUR APPLICATION

Your application can be submitted via email to jobs@sthgrampians.vic.gov.au

or via post to:

Manager Organisational Development
‘Private and Confidential’
Locke d Bag 685
Hamilton 3300

Applications must be addressed to the above email address, applications sent directly to staff will not be accepted. Applications must be received by the closing time and date, or they will not be accepted.

Applications submitted via email will receive an electronic acknowledgement, however applications submitted via post will not receive a receipt of acknowledgement.

Please also note that due to a number of factors, our shortlisting process may take up to four weeks thus it may be four weeks before we make contact with you.
ATTENDING AN INTERVIEW

If you are selected for an interview, you will be contacted by phone or email and told when and where the interview will be. Prior to the interview you will be required to complete the following forms:
- A Consent to an employment screening check and
- A Relevant Factual information - Applicant Declaration.

In addition to the interview, you may be asked to demonstrate your skills, knowledge and experience through alternative selection techniques, such as demonstration, presentation or an alternative option.

Council reserves the right to hold a second interview with the preferred candidates.

AFTER INTERVIEW

If you are selected to move to the second stage of the interview process, you will be requested to complete
- A Medical Declaration, and
- A Criminal History Record Check Consent Form.

You will also be asked to provide 100 points in Identification check.

You may be asked to undertake a full medical including a drug test and you may also be required to complete a psychological test.

ALL INFORMATION PROVIDED WILL BE STRICTLY CONFIDENTIAL.

You should note the following:

- Any false or misleading information when completing your application pack may result in not being selected for employment, or, if already employed, dismissal.

- Where a criminal record check proves positive, i.e. where the search of criminal records reveals a conviction, the information will be treated confidentially. A positive result from a criminal record check will not necessarily preclude a person from being employed. Each particular case will be determined on its merits and relevance to the position applied for. Disclosure of any pending charges is also mandatory.

- Where an applicant refuses to provide sufficient detail for a criminal record check, the applicant will not be considered for employment.
CONFIDENTIALITY AND DECLARATION OF INTEREST FORM

CONFIDENTIALITY *(Each panel member to sign this section.)*

Panel members are reminded of their obligation to treat both the selection process and the information contained in the relevant files with the utmost regard for confidentiality. It is only the panel convenor who is authorised to provide feedback to applicants unless another panel member is specially authorised to do so by the panel convenor. Disciplinary action may be taken in the case of any breach of confidentiality.

As a member of the selection panel for ____________________________________________ *(name of position)*

I understand and agree to abide by the confidentiality requirements of this selection process.

Name: ___________________________ Signature: __________________________ Date: __________

*(please print)*

DECLARATION OF INTEREST *(to be completed if applicable)*

Panel members are also reminded that the Recruitment, Selection and Appointment Standard requires selection methods and their application to be free from bias, patronage and nepotism.

Each panel member is required to declare if he or she has any family, marital or personal relationship with any of the applicants in this selection process that may compromise the panel member’s ability to undertake this role.

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<td>Name of Panel Member: ____________________________ <em>(please print name)</em></td>
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The above matter has been discussed with me (________________________________________) as panel convenor and the following determination made:

________________________________________

________________________________________

________________________________________

________________________________________
Position Details

Title: Team Leader Leisure Facilities - 12 month contract
Classification: Band 6
Position Number: 127.1
Business Unit: Leisure Services
Reports To: Manager Recreation
Supervises: Aquatic Services Officer, Recreation Operations Officer, Recreation Administration Officer

Position Summary

To effectively manage the Hamilton Indoor Aquatic and Leisure Centre (HILAC) and the six outdoor seasonal pools to maximise community participation through the delivery of high quality programs and facilities which meet the diverse needs of the community.
To provide management support in key activity areas of Southern Grampian Shire Council’s Recreation Department
To assist in the coordination of business development and promotion across all program delivery areas.

Key Responsibilities

General

- Ensure appropriate levels of qualified staffing at, and vigilant supervision of, all facilities;
- Undertake recruitment, induction and training of staff;
- Coordinate and implement appropriate staff roster procedures and systems, where required;
- Monitor and guide staff in the maintenance of high standards of customer service and professional conduct;
- Monitor staff performance and undertake staff appraisals and performance management evaluations;
- Establish codes of conduct to regulate participation and use of facilities to ensure that appropriate standards of behaviour are adhered to by both customers and staff;
- Prepare and manage financial budgets related to the operation of Shires managed and operated facilities;
- Undertake service planning, benchmarking and competitor analysis for the management and operation of programs and services;
- Assist in the monitoring and maintenance of all OH/S guidelines at all facilities.
Maintain compliance with, and assist in further refinement of, all performance measures relating to the management and operation of the programs and services;
Recommend improvements and capital works for the facilities and provide supporting information in a timely manner to ensure consideration during the annual budget process.
Assist in the general running of the leisure facilities by undertaking other duties such as working on reception, dealing with customer inquiries, serving at the kiosk or running other programs as required.

Corporate

- Efficient and effective utilisation of office resources;
- Carry out all duties and functions in a manner that promotes good teamwork and public relations;
- Contribute to the maintenance of effective channels of communication within the Unit and with other departments;
- Identify and communicate to management any issues/concerns effecting performance or suggestions which will improve customer service quality;
- Participate in the development and implementation of new programs such as Quality Assurance and Continuous Improvement;

Extent of Authority

- Accountable and responsible for effective and efficient performance of all duties and key responsibilities listed above, and adherence to the position objectives as stated;
- Directly responsible and accountable to the Manager Recreation;
- Freedom to act is governed by clear objectives and budgets with a regular reporting mechanism to ensure adherence to goals and programs;
- Input into policy is of an analytical and investigative nature with the quality of input having a significant effect on the process of policy development;
- Commit to and adhere with Councils Child Safe requirements.

Judgement and Decision Making

- Responsible for determining the importance/priority of issues.
- Advice and guidance is available from the Manager Recreation.

Specialist Skills and Knowledge

- Recreation facility programming and marketing
- Competition management
- Plant and equipment maintenance
- Legislation and regulations governing community aquatic, leisure, health and fitness and stadium facility operations
- Financial management
- Public safety requirements
**Management Skills**

- Ability to manage own time and set priorities, to meet set timelines and objectives;
- Capacity to develop a knowledge of user groups and services;
- Understanding of, and commitment to continuous improvement;
- Ability to provide supervision, and on the job training;
- Contract management skills
- Responsible for ensuring the health, safety and wellbeing of self and employees by:
  - Implement and monitor compliance with workplace policies and procedures
  - Engage with and support HSRs, OHS Committees, Supervisors & Managers;
  - Conduct Safety Inductions and local topic specific training;
  - Support / mentor HSRs and supervisors
  - Support staff awareness of OHS responsibilities and accountabilities;
  - Assist with implementing OHS plans and strategies;
  - Supporting managers in activities that foster a positive OHS culture.

**Interpersonal Skills**

- Excellent interpersonal skills with an ability to liaise cooperatively with other members of staff, members of the public, and facility user groups and individuals;
- Ability to gain cooperation and assistance from members of the public and other employees;
- Ability to resolve both customer and staff enquiries.
- Strong customer service orientation in dealings with customers, residents, internal customers, contractors and suppliers
- Sound negotiation skills

**Compliance with Legislation and Policies**

Adhere to all current relevant codes of conduct and legislative requirements including:

- Southern Grampians Shire Council Policies and Procedures;
- Southern Grampians Shire Council Staff Code of Conduct;
- Privacy and Data Protection Act 2014 (Vic);
- Equal Opportunity Act 2010 (Vic);
- Occupational Health and Safety Act 2004 (Vic);
- Government/Industry Codes of Conduct;
- The Southern Grampians Shire Council Enterprise Agreement; and
Demonstrate a commitment to risk management principles and practices, and also maintain a safe environment for staff and the community;

• Responsible for ensuring the security of Council’s assets under the Officer’s control;

• Responsible for ensuring compliance with the requirements of the Occupational Health and Safety Act 2004 (Vic), Council’s Health and Safety management programs and for ensuring, as far as practicable, safe working practices for all staff.

**Key Selection Criteria**

The employee will demonstrate the following:

- A relevant tertiary qualification, in recreation, sports management, facilities management, physical education or human movement. and/or at least three years’ experience in the leisure/recreation industry is required for the position.

- Demonstrated experience in financial processes including but not limited to invoicing, cash handling and reconciliation

- High level of proficiency and accuracy in computer operations/processes;

- Demonstrated ability to be an integral part of a team environment;

- Understanding of the needs of all our customers and anticipates, responds to and seeks to exceed the expectations of existing and potential customers;

- Anticipates the possible demands and outcomes of a particular task or situation;

- Current Victorian Drivers Licence

- Current Working with children check (WWCC)

- Current Level 2 First Aid and current CPR

- Swimming Pool Plant Operations

- Current lifeguard qualifications (or willingness to obtain)

- Experience in stadium competition management and leisure program development, program marketing, facility operation and staff management is highly desirable

**Agreement**

I, __________________________ have read and understand the objectives and conditions of the above mentioned role.

Employee: __________________________

Signature: __________________________

Date: __________________________

SGSC: __________________________

Signature: __________________________

Date: __________________________