POSITION DESCRIPTION

POSITION TITLE: Albury Wodonga Leisure Manager

EMPLOYER: Aligned Leisure Pty Ltd

LOCATION: Albury Wodonga City Council Region

DEPARTMENT: Management

REPORTS TO: Group Operations Manager

DIRECT REPORTS: Albury & Wodonga Department Heads

TYPE OF EMPLOYMENT: Full Time

KEY RELATIONSHIPS: Leadership Team, Albury & Wodonga City Councils, Key Community Contacts, Local Media, All Staff

ABOUT US:
Aligned Leisure is a 100% owned subsidiary company of the Richmond Football Club, established as a vehicle to manage the operations of Richmond’s health, fitness, and leisure business activities.

Our programs and services are not about us, they are about our partners and they will always be in total alignment with the needs of the specific community that we are servicing. We deliver best value to our partners by aligning our programs and services with local Municipal Health and Wellbeing Plans that highlight unique key community priorities.

POSITION PURPOSE:
The Albury Wodonga Leisure Manager will lead all aspects of Aligned Leisure’s operations in the Albury Wodonga region and have ultimate responsibility for approximately 200+ staff and $5m in revenue at the Wodonga Sports and Leisure Centre, WAVES, and Albury and Lavington Swim Centres. The Manager will maintain an outstanding relationship with the Albury and Wodonga City Councils, ensuring that all operational plans align with important Council strategies and objectives. Of equal importance will be to ensure that facility users are very clear that programs and services are provided by and on behalf of Albury and Wodonga City Councils.

The Leisure Manager will lead an autonomous team of department heads who will be tasked to implement Aligned Leisure’s plans throughout the region. They will work relentlessly to implement the Aligned Leisure purpose of CONNECTING TO THRIVE AND WIN, values of AWARE, DISCIPLINED, RELENTLESS and UNITED, and associated behaviours throughout the entire team.
The Leisure Manager will be a visible leader. To succeed and establish Aligned Leisure in the Albury Wodonga region they must develop and maintain a prominent and visible role throughout the community by thoughtfully and professionally representing Aligned Leisure with key community stakeholders.

KEY RESPONSIBILITIES:
1. Lead Aligned Leisure staff to drive Council objectives throughout Albury & Wodonga regions
   - Lead and direct a team of department heads to drive council objectives through their service teams.
   - Motivate and manage department heads, including setting key performance indicators that align to Aligned Leisure’s values.
   - Ensure service teams are provided adequate training and information to undertake their role.
   - Ensure service teams are adequately supervised and are aligned to Aligned Leisure purpose, values, behaviours, policies and procedures.
   - Maintain a safe workplace for all staff.
   - Ensure all staff and contractors comply with requirements of legislation, regulations, policies and contracts.
   - Contribute to Aligned Leisure’s Management Advisory Group.

2. Implement plans developed through tender response
   - Ensure that Aligned Leisure’s activities in Albury and Wodonga are focused on the delivery of the agreed plans, ensuring efforts and resources are allocated to successfully implement.
   - Develop and maintain key relationships in the community that will support the efforts of Aligned Leisure within the region.
   - Implement plans and budgets for the Albury Wodonga Aquatic Facilities.
   - Annually present plans and budgets for Albury Wodonga Aquatic Facilities to Aligned Leisure management for approval by Albury and Wodonga City Councils.
   - Refine plans and budgets annually in conjunction with Councils.
   - Maintain reporting and compliance requirements for contract partners.

3. Ensure financial targets are met or exceeded
   - Maintain a thorough understanding of key business drivers and targets at all times.
   - Implement appropriate financial controls and reports.
   - Relentlessly approach acquisition and retention programs for all customers across all programs.
   - Increase in participation and visitations at all facilities.
   - Be disciplined in operational expenditure to approved budgets.

4. Manage assets in accordance with contract specifications
   - Ensure that the important Council assets we are entrusted with are maintained at the highest levels and are always clean and well-presented to customers.
   - Regularly communicate and report to Council in relation to assets.

5. Leader of the Albury Wodonga Leisure Leadership Team
   - Lead the expectation that members of the Albury Wodonga Leisure Leadership Team will role model the values of Aware, Disciplined, Relentless and United and associated behaviours at all times, instilling these values and behaviours throughout the organisation and ensuring that all new staff are hired with these values in mind.
• Ensure that members of the Albury Wodonga Leadership Team act at all times in the best interests of Aligned Leisure and Albury and Wodonga City Councils.

6. **Outstanding service delivery to all customers and stakeholders**

• Aligned Leisure will be renowned for delivering outstanding service and providing memorable experiences for our customers. The Leisure Manager will be relentless in identifying opportunities to deliver outstanding service and will continuously ask themselves, “How would I want a member of my family to be treated in this situation?”
• Lead and deliver on our customer charter and service promise.

The Albury Wodonga Leisure Manager may from time to time be required to undertake other tasks as directed by the Aligned Leisure CEO or other leadership positions. The Manager will also undertake regular Duty Captain shifts and must be regularly visible across facilities.

**ESSENTIAL QUALIFICATIONS AND EXPERIENCE:**

1. At least 5 years’ experience in a large or multi-site health and fitness facility management role including oversight of aquatic programming.
2. Tertiary qualifications in Business, Sport, Fitness or equivalent.
3. Strong customer service and stakeholder management experience.
4. Demonstrated experience managing competing demands and deadlines.
5. Experience and ability to provide coaching and mentoring to staff, with a commitment to continuous learning and development.

**PERSONAL ATTRIBUTES:**

1. Highly organised.
2. Fiercely relentless when it comes to exceeding targets and plans.
3. Focused on the customer, Albury and Wodonga City Councils.
4. Strong decision-making skills, including the ability to consult and gather information, consider alternatives, communicate decisions and review outcomes in a timely manner.
5. High level communication and consultation skills, including a commitment to open, honest, two-way and frequent communication.
6. Conflict resolution skills.
7. Relationship building skills to work with contract partners.
8. The ability to delegate, empower and engage staff.
9. A commitment to professionalism and accountability.
10. Unquestionable ethics, integrity, values and behaviours.
11. Strong oral and written communication skills along with good computer skills with familiarity with specific Microsoft programs such as Outlook, Excel, Word and PowerPoint

**APPROVED:**  **SHANE DUNNE**  
Chief Executive Officer, Aligned Leisure  
10 July 2019