



Aligned Leisure

ACN 608 613 350

Swinburne Centre, Yarra Park, Richmond

PO Box 48 Richmond VIC 3121

alignedleisure.com.au

POSITION DESCRIPTION

POSITION TITLE:	Eurobodalla Arts & Leisure Manager
LOCATION:	Eurobodalla Shire
REPORTS TO:	Group Operations Manager
DIRECT REPORTS:	Eurobodalla Heads of Department
KEY RELATIONSHIPS:	Eurobodalla Shire Council Officers, Aquatic Advisory Committee, Local Community and Business Leaders, Local Media, School Principals, Sporting Club Presidents, Art and Theatre Production Companies.

ABOUT US:

The Richmond Football Club Group is Australia's most diversified sports organisation. Driven by our purpose of connecting to thrive and win, the Group connects with communities around Australia through cultural awareness, education, fitness, football, health, multiculturalism, sports and reconciliation.

Aligned Leisure was established as a vehicle to manage the Groups health, fitness, and leisure business activities. Our programs and services are not about us; they are about our partners and will always be in total alignment with the needs of the specific community we are servicing. We deliver its partners' best value by aligning programs and services with critical local Council Plans.

Eurobodalla Shire Councils Bay Pavilions and Shire Pools are essential community assets where residents can connect in a happy, supportive and welcoming environment. The Bay Pavilions as a \$69m aquatics, arts, fitness and leisure space that will deliver a range of modern programs for Batemans Bay and wider Eurobodalla community.

POSITION PURPOSE:

The Eurobodalla Arts & Leisure Manager will lead all aspects of Aligned Leisure's operations in the Eurobodalla Shire and have ultimate responsibility for approximately 180 staff and \$5m in revenue at the Bay Pavilions and Shire Pools. The Manager will maintain an **outstanding** relationship with the Eurobodalla Shire Council, ensuring that all operational plans align with essential Council strategies and objectives.

The Manager will lead an autonomous team of department heads who will implement Aligned Leisure's plans throughout the Shire. They will work relentlessly to deliver on the Aligned Leisure purpose of CONNECTING TO THRIVE AND WIN. They will ensure the entire team work within our values, behaviours and service standards model.

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+ Relentless + United

The Leisure Manager will be a visible leader. To succeed and establish Aligned Leisure in the Eurobodalla Shire, 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. Leader of the Eurobodalla Leadership Team

- Lead the expectation that the Eurobodalla Leadership Team will role model the values, behaviours and service standards, instil this model throughout the organisation, and ensure that all new staff understand this expectation.
- Ensure that members of the Eurobodalla Team always act in the best interests of Aligned Leisure and Eurobodalla Shire Council.

2. Lead Aligned Leisure staff to drive Council objectives throughout the Eurobodalla Shire

- Lead and direct a team to drive council objectives through their service teams.
- Motivate and manage the team, including setting key performance indicators that to our objectives.
- Ensure all staff are adequately trained and informed to undertake their role.
- Ensure service teams are adequately supervised and aligned to Aligned Leisure's purpose, values, behaviours, service standards, policies and procedures.
- Maintain a safe workplace for all people.
- Ensure compliance with legislation, regulations, policies and contracts.
- Contribute to Aligned Leisure's Operations Group.

3. Implement plans developed through tender response

- Focus Aligned Leisure's activities, efforts and resources in Eurobodalla to implement the agreed plans successfully.
- Develop and maintain relationships in the community that will support the efforts of Aligned Leisure within the Shire.
- Implement plans and budgets for the Bay Pavilions and Shire Pools
- Annually present plans and budgets for Bay Pavilions and Shire Pools to Aligned Leisure management for approval by Eurobodalla Shire Council.
- Refine plans and budgets annually in conjunction with Council.
- Maintain reporting and compliance requirements for Council.

4. Ensure financial targets are met or exceeded

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

5. Manage assets following contract specifications and best practice

- Ensure that the important Council assets entrusted to us with are maintained at the highest levels and always clean and well-presented.
- Regularly communicate and report to Council concerning the assets.

6. Outstanding service delivery to all customers and stakeholders

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- Aligned Leisure will be renowned for delivering outstanding service and providing memorable experiences for our customers. The Manager will be relentless in identifying opportunities to provide exceptional 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 standards.

The Eurobodalla Arts & Leisure Manager may be required to undertake other tasks as directed by the Group Operations Manager. The Manager will also undertake regular Duty Captain shifts and must be regularly visible across all facilities.

ESSENTIAL QUALIFICATIONS AND EXPERIENCE:

1. At least 5 years’ experience in a large or multi-site aquatic, arts, fitness, leisure or theatre management role.
2. Tertiary qualifications in Business, Sport, Fitness, Theatre, Arts 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.
6. Financial Management and operational budget experience.

PERSONAL ATTRIBUTES:

1. Highly organised.
2. Fiercely relentless when it comes to exceeding targets and plans.
3. Focused on the customer, Eurobodalla Shire Council.
4. Strong decision-making skills, including the ability to consult and gather information, consider alternatives, communicate decisions and review outcomes promptly.
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
12. Good computer skills and familiarity with the Microsoft 365 suite of programs.

APPROVED: SIMON BRYSON

Group Operations Manager, Aligned Leisure

21 July 2021

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