

- State-of-the-art aquatic and recreation facilities
- Werribee location (one of Australia's fastest growing cities)

- Strategic delivery and operational performance focus
- Lead a multi-disciplinary team

ABOUT WESTERN LEISURE SERVICES

Western Leisure Services Pty Ltd (WLS) manages three leisure facilities in Wyndham City - AquaPulse, Eagle Stadium and the Werribee Outdoor Pool (WOP). Western Leisure Services Pty Ltd is a Local Government Business Enterprise (LGBE) with Wyndham Council as the sole shareholder and operates independently of Council through a Board of Directors.

WLS was created in 2014 and AquaPulse and Eagle Stadium, both re-developed at an approximate cost of \$50M each, were opened in 2015. WOP is a seasonal summer facility. There is a constitution for the Board and Directors and a Management Services Agreement, which sets out the operational and reporting requirements, between Wyndham City Council and WLS.

In addition to the three facilities mentioned above Wyndham City Council is likely to develop at least one additional major recreation facility within the next decade, with work to begin as current projects complete.

CHIEF EXECUTIVE OFFICER

The CEO of Western Leisure Services Pty Ltd will provide exceptional leadership to a multi-disciplinary team in the delivery of strategic and operational objectives for the facilities and will report to a Board of Directors. The CEO is directly responsible for driving performance, compliance and continuous improvement across the organisation.

To be considered for this role you will need to be a dynamic leader with the ability to develop a clear vision and execute strategy whilst inspiring a customer focussed organisational culture. You will have substantial senior management experience in the aquatics, recreation or related industry with a strong track record in managing like-sized businesses, budgets and resources, whilst successfully delivering against strategic objectives and driving business development.

This is a unique opportunity to drive the success of these state-of-the art facilities, whilst creating an environment that encourages safety and customer service excellence within one of the fastest growing cities in Australia.

KEY RESPONSIBILITIES OF THE CEO

Board

- Support the governance and decision making of the Board.
- Facilitate the required Board Meetings.
- Support and enact the constitution of the Board.

Strategic and Business Planning

- Creation of a compelling vision and engagement of staff and community towards this vision.
- Oversee and review Business Plans for the facilities; assessing and incorporate all aspects of Centre operations and providing feedback where required.
- Develop and review a Strategic Plan for all facilities in consultation with Council and other Stakeholders, including contributing to future planning for the continued growth of WLS services and activities.
- Develop and deliver budgets consistent with the Strategic Plan.
- Develop and deliver regular reporting to the Board and Council.
- Action quarterly meetings, and any additional required meetings, with Wyndham City staff.

Facility Management

Oversee and ensure:

- The ongoing safe and efficient operation of all facilities.
- The care and maintenance of all physical assets.
- The provision of cost effective services to internal and external customers.
- The highest level of customer service standards.
- Centre programs and services that meet the expectations of the facilities members and guests and the Board.
- The effective management of all maintenance functions, contractors and contracts.
- The implementation of best practise policies, systems and procedures.

Program Development and Implementation

- Develop and oversee the implementation of programs and services that are commensurate with best practice for facilities of the calibre of AquaPulse, Eagle Stadium and the Werribee Outdoor Pool.

KEY RESPONSIBILITIES - Program Development (Continued)

- Maximise Council's investment in terms of community benefit, including the priorities of use, and enable community access.
- Ensure the facilities meet the objectives as described within the Strategic Plan.

Financial Performance

- Taking into account Wyndham City Council strategic objectives, develop and refine annual budgets (circa \$12.5million) in line with the adopted Strategic and Business Plans approved by the Board.
- Ensure the financial targets and performance described for each facility are monitored and delivered.
- Prepare monthly costing reports for consideration of the Board and its committees including variation statements with explanations and any new initiatives or remedial actions required to achieve budget projections across all aspects of the venue's operations.
- Prepare financial statements and ensure the annual audit process is conducted in a timely manner.
- Ensure appropriate controls are in place to protect the business from fraud and other risks.

Marketing and Sponsorship

- Oversee marketing and promotional plans that are consistent with the overall business objectives.
- Work with Wyndham City staff to ensure the community is aware of the recreation, sport, health and fitness opportunities provided via these facilities.

Leadership and Culture

- Keep the organisation's vision and values at the forefront of decision making and action.
- Plan and support the development of individual's skills and abilities so that they can fulfil current or future job/role responsibilities more effectively.
- Provide mentoring and coaching to staff as required.
- Actively establish trust and cooperation with staff and build a positive working environment.
- Monitor and motivate direct reports' performance and outcomes against agreed goals/targets.
- Ensure effective recruitment and succession planning for senior roles.
- Foster a corporate culture that promotes excellence, good corporate governance and ethical practices.

Customer Service

- Develop and implement the systems and processes required to create an outstanding customer focused culture at all facilities.

Risk Management and Work, Health & Safety (WHS)

- Develop and oversee a Health and Safety Management System incorporating safe work procedures as required and ensure adherence of Standard Operating Procedures as well as all WHS and Procedures and laws.
- Ensure sound incident/hazard reporting and assist in the investigation and documentation of all incidents/hazards and near misses.
- Ensure workers are equipped with the information, instruction, training and supervision they need to work safely.
- Ensure proactive and effective Return to Work processes for injured works are in place.
- Consult with workers on WHS issues and act as a role model by demonstrating safe work behaviours.
- Maintain a safe work environment for members and guests.

Contract Management

- Review and implement any required contractual requirements (i.e. leases, service providers, supply arrangements, hire and user agreements).
- Ensure ongoing compliance with provider obligations and standards.

Reporting

- In conjunction with the Board, develop monthly financial and performance reports focused on key aspects of the business.
- Provide regular reports to Wyndham City on the financial and operational activities of the facility.
- Provide annual financial results in an agreed format so the financials of the facility can be incorporated into Council's overall financial reports.
- Develop reporting systems that ensure that all statutory reporting obligations are complied with.

Other

- Contribute to WLS commitment to providing a child safe environment. This includes compliance with, and support of, WLS Safeguarding Children and Young People policy and related procedures.
- Responsible for ensuring compliance with legislation, regulations and guidelines relevant to the position in accordance with the WLS Legal Compliance Register.

KEY RELATIONSHIPS

Reports to: Board of Directors

Direct Reports: General Manager Corporate Services, Chief Operations Officer, Company Secretary, Executive Assistant

Internal Liaisons: General Manager Corporate Services, Chief Operations Officer, Company Secretary, Executive Assistant, Department Managers, Coordinators, Team Members, Board and Committee Members

External Liaisons: Members and guests, residents, businesses and community groups, suppliers, contractors and service agreement providers, industry representative groups and associations, WorkSafe, Legal and insurance advisors, Wyndham City Council officers and Councillors.

COMPETENCIES REQUIRED FOR THE ROLE

Accountability and Extent of Authority

- Accountable for the financial and operational performance of the facilities.
- Accountable to the Board for the delivery of adopted Business Plan outcomes.
- Accountable to deliver the objectives within the Strategic Plan.
- Authority to make decisions on the internal operations of the facilities.

Judgement and Decision Making

- Required to demonstrate consistently sound decisions on all aspects of staffing, operations and financial matters affecting the delivery of the facilities and stated requirements as defined from time to time by the:
 - Adopted annual (or revised) budgets;
 - Adopted Business Plans;
 - Adopted marketing plans;
 - Approved staff structures.

Specialist Knowledge and Skills

- Well developed understanding of the operation of aquatics, leisure, recreation or related industries.
- Experience working with or in a local government context.
- Strong business/commercial acumen.
- Asset management experiences.
- Experience working with and supporting a Board.
- Demonstrated marketing and promotional skills.
- Outstanding business planning and development skills.
- Significant understanding of key financial drivers and ability to deliver financial targets.

COMPETENCIES REQUIRED - (Continued)

Management and Leadership Skills

- Exceptional leadership skills with the ability to develop a clear vision and execute strategy.
- Ability to develop operational systems, processes and procedures which create a framework for a best practice business.
- Ability to create and maintain an organisational culture with a focus on outstanding customer service.
- Ability to select, induct, develop and lead an exceptional staff team and ensure clarity of role for each staff member.
- Ability to develop and support staff with ongoing coaching and mentoring.
- Values driven leadership, aligned to the core values of WLS.

Interpersonal Skills

- Outstanding interpersonal skills including: emotional intelligence, reliability, positivity, assertiveness, decision-making and problem solving.
- High level of competence in written and oral communication including the ability to engage in public speaking and presentations.
- Excellent listening, negotiation, mediation skills and the ability to be empathic to a diverse range of stakeholders' views.
- Ability to work collaboratively with the Board on the ongoing development of the business.
- Exceptional customer service skills.

Qualifications

- Tertiary and/or post graduate qualifications in recreation, management or other related discipline will be highly regarded.
- Clearance from a Working with Children Check and National Police Check (or willingness to obtain).

LOCATION

The position will be based at AquaPulse, 80 Derrimut Road, Hoppers Crossing. The role will require regular visits to each of the WLS facilities and to the Wyndham City Council offices.

HOURS OF WORK

This is a permanent full time position. Given the unique nature of the recreation industry, working outside of office hours, including weekends and public holidays, may be required from time to time.

REMUNERATION GUIDE

An attractive remuneration package will be available to the successful candidate, negotiable depending upon the skill level and experiences. At the time of applying candidates are invited to indicate their current salary and salary expectations.

Candidates are invited to discuss their salary expectations with Sportspeople Recruitment prior to applying.

WEBSITE AND SOCIAL MEDIA

Western Leisure Services has a comprehensive website that includes information and news items on all facets of its activities, services and programs.

The website is: wynactive.com.au

Facebook: facebook.com/WynActive

Twitter: twitter.com/WynActive

TIMELINES

Final interviews and the appointment of the Chief Executive Officer, Western Leisure Services are scheduled for November, 2018. The successful candidate would be expected to commence duties as soon as possible.

PLEASE APPLY NOW TO AVOID MISSING OUT!

Please note Sportspeople Recruitment will commence screening and interviewing for this role immediately. **If you are intending to apply, please do so now** to avoid missing out on this opportunity.

Applications close: Friday 19 October, 2018

Preferred Format: Sportspeople Recruitment prefers a 2 page letter of introduction and an accompanying CV of no more than 6 pages, merged as one MS Word file.

Candidates must also complete and submit the **Sportspeople Recruitment Application Form** at the time of applying. The Form is available as a download at the Sportspeople Jobs Market listing for this role and contains questions against which we require your specific response prior to considering your application.

APPLY TO

Your application should be sent electronically to jobs@peoplerecruitmentgroup.com with the subject identifier of the email to be formatted as follows:

180919-01 CEO Western Leisure Services <<Your Name>>

ENQUIRIES

The Chief Executive Officer, Western Leisure Services recruitment assignment is being managed exclusively by **Sportspeople Recruitment**.

In the first instance general enquiries should be directed to Robert McMurtrie FREECALL AUST 1800 634 388 or +61 2 9555 5000 or via jobs@peoplerecruitmentgroup.com
Sportspeople Recruitment is a specialist division of People Recruitment Group.