



Rural City of
Wangaratta

Wangaratta Sports and Aquatic Centre

Join us and help build the Premier Sports and Events Precinct in regional Victoria.

The Centre

Wangaratta Sports and Aquatic Centre has a proud history of serving the local community and looks today very different to when the original Basketball Stadium was opened in 1974. Squash courts were added in 1987, aerobics studios in 1992 and a major redevelopment and addition of indoor pools opening in 2002. Like the Wangaratta community itself, the centre has grown and changed with the times. We are now ready to start our stadium expansion adding an additional 2 basketball courts, upgrading our show court and extending the gym space.

We are looking for people with positive and dynamic mindsets to join us and drive this exciting new chapter for the benefit of the local community.

Employment

This position is available with the Rural City of Wangaratta based with the Wangaratta Sports and Aquatics Centre team.

POSITION DESCRIPTION

Position Title	Health Programming Coordinator
Business Unit	Wangaratta Sports and Aquatics Centre
Work Group	This role is expected to work over the facility operating hours to support the centre programs.
Position Classification	Band 7
Effective Date	October 2021

Our Vision

The Rural City of Wangaratta prides itself on being a community that is connected, sustainable and contemporary. We provide our community with diverse opportunities to participate in the arts, sport and recreation, and in cultural events and programs to bring them together to connect and celebrate the great place in which we live. In this context we have a vision to build the best sports, aquatics and events precinct in regional Victoria – bringing significant social, recreational, health and economic benefits to our community. Our staff enjoy the regional lifestyle and the benefits of a community situated within a gourmet food and wine region, with a wide range of outdoor adventure activities, and serviced by excellent education and health facilities. We live in a place where good things grow.

Our Values

Our staff are our greatest asset. Our success comes from the everyday demonstration of our values, being:

- **Trust**, to have confidence in the character and competence of our work colleagues. □
- **Respect**, to acknowledge all people as individuals with inherent worth and value.
- **Openness**, where we are frank, honest and accountable in our dealings.
- **Fairness**, so we treat colleagues and customers fairly and consistently.
- **Excellence**, to contribute to outstanding services, systems and relationships.
- **Enjoyment**, so we obtain personal satisfaction from our work and display our enjoyment in the workplace.

1. Position Objectives

- To work consistently to our vision of developing the premier regional sports & events precinct in Victoria.
- To lead, guide and oversee the fitness professionals to ensure consistent positive customer experience and full compliance with all safety and legislative requirements.
- Grow participation in established health programs and design and innovate new solutions to meet community need in accordance with budget, with support from the WSAC leadership team.

- To oversee and drive the retention aspect of the Customer Journey – redesigning activity programs and initiatives to ensure our customers remain engaged, active and are supported to achieve their own personal goals.
- To manage relationships and our allied health activities, contracts, hire arrangements and drive increased occupancy in all areas related to these.

2. Working Relationships

Reports to	Sports, Aquatics and Events Precinct Manager
Supervises	Gym staff, Group Fitness staff, Personal training and small group training staff

3. Key Responsibilities

- Lead the fitness-professional's department, and develop a culture of Trust, Respect, Openness, Fairness, Excellent and Enjoyment for all staff.
- Collaborate with the WSAC Leadership team, to drive the overall quality and growth of the health programming for WSAC
- Accountable for the performance and quality of the gym, group fitness, personal training and allied health program/s
- Accountable for the training, qualification and currency of skills for all departmental staff.

Health programming

- Oversee the safe and efficient operation of WSAC gym, group fitness and personal training areas.
- Guide and lead the fitness professionals' team to deliver exceptional customer service, provide up to date and current health advice within the scope of their role, and innovate and improve program delivery continuously.
- Lead and develop the processes & staff manuals as to comply with all organisation and contractual requirements and policies
- Overseeing the customer journey, ensuring all who engage in our health services have equitable and easy access to support and guidance.
- Build partnerships with community and private health providers, to deliver appropriate community health outcomes.
- To initiate & coordinate planned maintenance activities with various contractors and effectively communicate such processes with staff and patrons.

Financial

- Contribute to the annual budget for Health & Wellness Program area with support from the Precinct Manager
- Assist the Precinct Manager in undertaking business planning, benchmarking and competitor analysis for the management and operation of the health services and programs.

- Manage the development, planning and launch of new programs in response to changing industry trends and customer feedback
- To prepare progress reports on key performance indicators for the business unit
- To accurately forecast operational expenses and income on a monthly basis and highlight areas for improvement or concern.

OH&S

- To assist with staff training sessions for full centre Emergency Evacuations and oversee all staff training for the health programming department.
- To ensure staff are trained and updated on the use and manual handling of chemicals and heavy goods.
- To perform hazard and risk assessments and contribute to the register to ensure we proactively identify and manage potential issues before they arise, and to train staff in these processes.

4. Core Physical Requirements

- Capacity to lift items unspecified in weight within individual limits.
- Capacity to undertake office based activities including sitting at a desk and using a computer for extended periods.
- Capacity to walk up and down stairs frequently
- Capacity to meet the requirements of the Pool Lifeguarding certification

5. Accountability and Extent of Authority

- Providing general leadership for the WSAC staff team.
- Directly supervising the WSAC Health Programming Team.
- Ensuring the delivery of high quality services to users in accordance with Council policy and guidelines and within budgetary constraints.
- Providing accurate, up to date specialist advice to management, staff and service users

The position has the authority and freedom to act within established operational, policy and budgetary guidelines and the provisions of relevant Acts, regulations and codes. The incumbent is responsible for keeping the Manager fully briefed on significant issues of strategic and operational importance.

6. Judgement and Decision Making

- In consultation with the Precinct Manager, the incumbent is required to make decisions relating to the management of the Health programming services including matters relating to staff, service delivery, policy development and continuous improvement.
- Solve problems in line with procedures and guidelines, through application of experience and professional knowledge and exercising discretion, initiative and creativity.
- Review and develop policies and procedures and implement quality control measures.

7. Knowledge and Skills

7.1 Specialist Skills and Knowledge

- Detailed knowledge and working understanding of the Australia fitness industry, community leisure and health programming
- Detailed knowledge and understanding of gymnasium operations, maintenance, planning and peak body policies and guidelines, as well as regulatory frameworks.
- Detailed knowledge of group fitness, small group training trends and programs and strong understanding of mechanisms of assessment of program offerings.
- Detailed knowledge of the drivers, barriers and psychological aspects to engaging in fitness programs and ability to plan and design & implement programs to overcome these barriers.
- Knowledge and skill of the principles and practice of the management and operation of a Leisure Centre
- Knowledge and skills relating to the public and, in particular, Leisure Centre clientele.
- Confidence in staff recruitment evaluation and review techniques.
- Commitment to ongoing professional development.
- The position requires an understanding of the long-term goals and policies of the Centre and appreciation of the relevance to the wider organisation.
- The ability to write internal reports and to draft correspondence.
- Excellent presentation, training and negotiating skills.

7.2 Management Skills

- Ability to lead, supervise and develop staff team in a continuous improvement environment.
- Ability to discuss, negotiate and form partnerships with stakeholders to deliver health programs to the local community.
- Manage, supervise and support staff in relation to the operation of the health programs, ensuring the achievement of high customer service and safety standards.
- Ability to manage available resources to achieve service delivery to clients within budget
- Ability to manage changes that affect staff and those that affect service delivery to clients
- Ensure staff undertake their responsibilities in accordance with applicable policies, procedures and safety practices. In collaboration with the Precinct Manager, identify and ensure the delivery of appropriate training to support this.
- Demonstrated ability in undertaking strategic planning across a range of areas.
- Excellent organisational and time management skills.
- Ability to plan, oversee and manage multiple projects.

7.3 Interpersonal Skills

- Proven ability to work in a team environment and promote a positive work environment
- Ability to present on behalf of council to the wider community and actively promote the positive health outcomes associated with participation.
- Demonstrated ability to liaise with external stakeholders and build relationships that foster growth and development opportunities for WSAC
- Demonstrated ability to assess situations and events and identify opportunities for improvement.
- Strong verbal and written communications and community advocacy skills.
- Ability to prepare reports, business cases, budget submission, marketing plans and other documents or correspondence as required.

8. Qualifications and Experience

- Relevant degree/diploma, and/or substantial health and fitness management coordination and delivery experience at a senior level
- Experience in developing operational policy, systems and procedures in a leisure environment
- Experience in leading and establishing and promoting positive team culture, strong values and ensuring all employees feel valued for their contributions.

Minimum qualifications:

- Registration as a current exercise professional with a peak body (e.g.: Fitness Australia)
- HLTAID003 Provide first aid
- HLTAID001 Provide cardiopulmonary resuscitation
- SISSS00111 Pool Lifeguard (able to be obtained with support upon start)
- Working with Children Check
- Must maintain a satisfactory Police Check

Desirable Qualifications:

- Evidence of commitment to professional development e.g.: Boxing, Kettlebell, Mechanics of lifting courses
- Business and/or Health promotion qualifications

9. Key Selection Criteria

- Experience at a senior fitness or health role within the leisure industry, including management responsibilities.
- Ability to generate excitement and develop in others a shared passion for using leisure as a vehicle to improve community health and wellbeing outcomes
- Demonstrated commitment and adherence to organisational values and behaviours.
- Detailed knowledge and working understanding of the current fitness industry, including emerging trends and programming for localised communities
- Experience in employing, training, monitoring and motivating staff.
- Sound financial management skills, being able to write and perform to budget

Authorised by: Director – Corporate Services

Date:

Employee's Signature:

Date:
