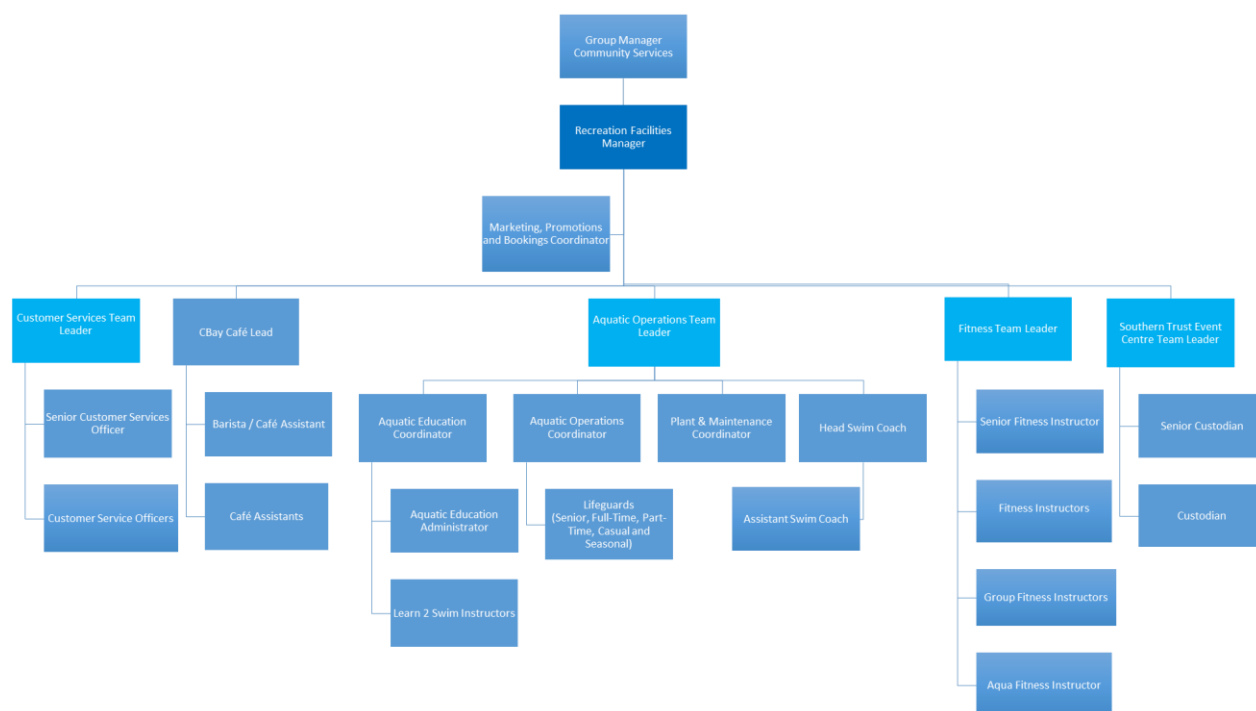


Position Description: Recreation Facilities Manager

Business Group	Community Services
Reports To	Community Services Group Manager
Direct Reports	6
Date	April 2024
Budget Responsibility	\$4,000,000
Financial Delegation	\$20,000

Business Group Structure



Business Group Purpose

The Community Services group encompasses Council’s Recreation and Cultural Facilities and Customer Services, User Experience, and Community Engagement portfolios. The Community Services Group encompasses the Art Gallery, Museum, Libraries, and Recreation Facilities at Council and plays a key role in the delivery of recreation, cultural,

and heritage services to the community to support the Council’s delivery of community outcomes and wellbeing’s.

This Group is responsible for leading the delivery of user experience and communications to all users of Council services, district residents, and ratepayers to support the delivery of community wellbeing’s under the Local Government Act 2002.

In addition, the Community Services Group is responsible for the delivery of community initiatives, development and delivery of user experience initiatives, events, and services that support various strategic Council objectives and goals including a number of longer-term capital expenditure projects and community engagement initiatives.

Purpose of the Position

The purpose of the Recreation Facilities Manager position is to manage the day to day operations and the strategic development of Timaru District Council’s network of pools and recreational facilities. These incorporate, but are not limited to; the Caroline Bay Trust Aoraki Centre (CBay), the Aorangi Stadium, Temuka, Pleasant Point and Geraldine outdoor pools.

This role has a strong focus on community and stakeholder engagement and must ensure compliance with all relevant legislation and health and safety requirements while looking for opportunities to continually improve our service.

This role will strengthen the overall Recreation business unit through strong leadership of staff and application of management skills to establish good practices from budget control to maintaining high quality facilities, and health and safety issues.

This high-profile position carries significant managerial and leadership responsibilities through effectively communicating organisational goals, safety practices, deadlines, and individual development plans for team members, while fostering a spirit of unity and teamwork amongst staff.

Key Relationships / Customers

External	Internal
Members of the public	Group Manager Community Services
Contractors	All Recreational Facilities Staff
Consultants	Engagement and Culture Unit
Service Providers	Chief Executive and Elected Members
Other Territorial Authorities	Unit Managers
Regulators and Compliance agencies	All TDC staff
Facilities users/customers	
Residents and ratepayers	

Position Responsibilities

Your general duties include those outlined in this position description and may be reviewed and updated from time to time in consultation with you. You will also be required to undertake any other duties that are within your ability to perform, if asked to do so.

Business Management

1. Report through the Group Manager Community Services to the relevant Committees of Council and attend all such meetings as required by the Group Manager Community Services.
2. Monitor and control the financial expenditure for the Recreational Facilities Unit and provide accurate and timely financial planning, recording and reporting on the operating and capital budgets as per standard financial operating procedures.
3. Manage and monitor contracts effectively and ensure appropriate procurement processes are followed in accordance with Council policies and procedures.
4. Identify, implement and evaluate programmes to meet the needs of the community and to maximise the usage and financial viability of the unit operations.
5. Maintain a competent level of knowledge to ensure familiarity, best-practice service delivery and compliance with all operational areas – Aquatics, Fitness, Learn to Swim, Facility Management, Customer Service, Stadium services, Café Management, Retail Sales and Swim Coaching.
6. Ensure annual PoolSafe accreditation and compliance for all aquatic facilities.
7. Ensure efficient/effective operation, maintenance and replacement of plant and equipment (boilers, heating solutions, filters, chlorination etc.).
8. Oversee that all commercial business units, such as the café, bookings and store retail spaces are responsive to customer needs.
9. Develop and implement asset management and long-term maintenance plans for each facility.
10. Analyse statistics and compile accurate reports as required by the Group Manager Community Services.
11. In collaboration with the Group Manager Community Services to lead an operational review of leadership roles and functions to enhance the delivery of high-quality services.
12. Undertake an annual review of relevant fees and charges.
13. Oversee the maintenance and management of the overall recreational facilities with a strong focus on health and safety.

14. Assist with the management of one-off capital projects which arise from time to time, to ensure that they are undertaken in a timely manner and within budget.

Business Development

15. Oversee the delivery of the strategic marketing and communications plan, to ensure most efficient impact.
16. Promote the facilities' marketing strategy that ensures sustained business growth and high-quality level of service.
17. Continually look for opportunities to enhance the effectiveness of operations.
18. Provide a high quality and effective service that is responsive to community and Council needs with a focus on continuous improvement.
19. Lead the timely development of strategic and operational plans for the facilities, including annual plans, Activity Management Plans and Council Long Term Plans.
20. Strategically think and plan for the future direction of the facility, both in terms of physical maintenance plans and operational leadership.

Staff Leadership and Management

21. Recruit, coach and retain talent to build a fluid pipeline for continuous succession and development, assess and manage performance.
22. Actively support the timely recruitment and induction of roles including seasonal lifeguards, customer service staff and other key support roles.
23. Mentor and develop staff and oversee new employee on-boarding, identification and provision of career development planning and opportunities.
24. Demonstrate the ability to create a compelling vision and ability to inspire and motivate team members.
25. Foster a spirit of teamwork and unity among staff that embraces diversity and cohesiveness, working effectively together to enable each team member to succeed.
26. Empower staff to take responsibility for their role, productivity, quality, continuous improvement and goal accomplishment.
27. Foster a strong sense of connection to Council and build a leadership culture reflective of councils' of 'one team' values.
28. Oversee and enable relevant training and professional development for team members throughout the facilities.
29. Support leadership development and capability, encouraging a humanistic leadership approach.

30. Delegate responsibility and accountability to team, monitor and provide regular feedback.
31. Provide positive leadership through coaching and developing staff.
32. Establish excellent communication with all staff and customers.
33. Ensure all staff meet the required competency level for their position.

Health and Safety

1. Ensure all operating procedures and policies are running in accordance with legislation requirements for PoolSafe accreditation, Water quality and the Health and Safety at Work Act 2015. This includes compliance training and wellbeing.
2. Ensure all Health and Safety procedures required for unit plans and the Council’s Health & Safety Policy are complied with. All team members undertaking these procedures are trained to standard, assessed and their competency recorded in the Health and Safety system, Assura.
3. Proactively lead the continuous development of health and safety culture and practices through working safely, taking responsibility for keeping self and colleagues free from harm, reporting all incidents and hazards promptly and knowing what to do in the event of an emergency.

Other

1. Actively engage in setting own goals and objectives.
2. Assist with other duties as reasonably required by the Community Services Group Manager.
3. Take responsibility for ensuring Council information, data and records are stored with appropriate accessibility in designated systems, using processes and tools as described in the current Information Management Policy.
4. To be actively involved in Civil Defence Emergency Management when required.
5. To live the COSI values; Customer Focus, One Team, Success and Integrity and consciously create a team culture that is consistent with the overall organisations values and above the line behaviours.
6. Commitment to the principles of the Treaty of Waitangi.

Formal Qualifications / Training / Experience

Minimum Qualification	Degree in Recreation and Leisure, or equivalent
Desired Qualification	Post graduate qualification

Minimum Experience	5 years' experience in a leadership role in a Recreation or public facility
Desired Experience	10 years Leadership experience in the Recreation sector Aquatic facility experience advantageous (management and operation).

Key Competencies / Skills / Knowledge

- Sound understanding of the Health and Safety at Work Act 2015, Legislation and Regulations relevant to an aquatic facility environment.
- Demonstrated ability to lead and develop a team in a team-oriented workplace, with a focus on active performance engagement.
- Demonstrates sound working knowledge of pool operations, maintenance and management
- Outstanding interpersonal relationship building that is silo free, accepting of change with a learning organisation mentality.
- Demonstrated ability to serve as a knowledgeable resource to the Council's Management team that provides leadership and direction.
- Advanced written, verbal and non-verbal communication skills with a strong attention to detail and the ability to present information quickly and concisely to others.
- Knowledge of the functions, operation, and goals of the recreational facilities department.
- Demonstrated knowledge of budget development, management and reporting, basic economics and accounting principles and practices.
- Demonstrated ability to give and receive constructive feedback.
- Sound computer skills in the Microsoft Windows environment, advanced knowledge of Excel is a must.
- General knowledge of relative compliance, legal, laws and practices (Employment Relations, Privacy Act).
- Excellent problem solving and self-organisation management skills with the ability to work under pressure utilising effective time management skills
- Acts with honesty, integrity and in a trustworthy manner.
- Excellent interpersonal, public relations and collaboration skills with the ability to work with a diverse range of stakeholders' and able to de-escalate a volatile situation.

- Valid drivers licence.

**Group Manager
Community Services**

Date

Recreation Facilities Manager

Date