

Position Description

POSITION DETAILS	
Date of PD	September 2025
Position Title	Aquatics and Wellness Manager
Position Grade	18
Directorate Business Unit	Community and Culture Social and Community Services
Reports to	Group Manager Social and Community Services
Physical Requirements Category	Category 3 - Combined role with some Physical Requirements

POSITION OVERVIEW

Parramatta Aquatic Centre (PAC), which opened in September 2023, delivers an all-year-round aquatic and wellness experience with forecast visitation towards 1 million visitors per annum. This position manages PAC with extensive aquatic facilities, gymnasium, learn to swim, health and wellbeing programs, recreational usage, ancillary services and programs. In addition, the role leads aquatic safety operations and services across Council.

The position of Aquatics and Wellness Manager is responsible for the management of integrated aquatic, health and wellbeing portfolio, contributing to the health and wellbeing of the community through the management of aquatic, health and wellbeing facilities, including gyms, learn to swim, squads, ancillary services and programs. The role's primary objective will be to achieve the membership, visitation and financial targets through managing the work and activities of staff, contractors and partners to consistently achieve targets in Council's Delivery Program and Operational Plan.

KEY RESPONSIBILITIES

- Provide efficient management and effective operation of the aquatic, health and wellbeing service's facilities, assets, human resources, bookings and services to deliver the strategic objectives of Council's Delivery Program and Operational Plan.
- Develop, deliver and maintain a business and operating plan for Council's aquatic, health and wellbeing facilities with consideration to all aspects of operation, including vision, mission, pricing, financial performance, risk management, programs and services, customer service, community need, business development, contract management, marketing, sales and facility management.
- Oversee all aspects of facility quality assurance, including policy and procedures, compliance, FF&E procurement and implementation, staff recruitment and training, program development.
- Manage the relationship between Council, community and industry stakeholders relating to the provision of aquatic, health and wellbeing facilities, services and programs to ensure community needs and expectations are met in an environment of increasing population and density.
- Prepare and manage the budget for the service unit, in accordance with Council's annual budget development and reporting cycle, including responsibility for relevant fees and charges.
- Coordinate the investigation, establishment and maintenance of partnerships with the community,

education, private and government sectors to sponsor and develop recreation programs and opportunities in the local government area, including ongoing administration of grant and funding applications.

- Manage the implementation of Council resolutions and other decisions relevant to aquatic, health and well-being services.
- Work closely with other teams and business units within Council to ensure all services and activities are consistent with, and compliment Council's overall approach to aquatics, recreation, social sustainability and increasing participation towards community and individual wellbeing.
- Ensure strong technical (e.g. project, operational, financial and contract management) skills are developed, adopted and practised at all times by staff within the team.
- Coordinate the preparation of contract and tender specifications, evaluation of tender and contract documents, performance review and reporting on service delivery by external contractors.
- Provide strategic advice and expertise in the areas of aquatic safety, health and wellbeing, programming, facility management and other areas of operational responsibility, including aquatic activities within parks and reserves managed by Council
- Ensure the Aquatic service unit maintains a key focus on community consultation, customer service delivery excellence and complaints resolution with both internal and external stakeholders.
- Lead, motivate, develop and manage staff toward a positive, engaged, inclusive workplace culture in accordance with Council's values of teamwork, customer focus, integrity and innovation, and consistent with Council's policies and systems.
- Evaluate and monitor the team's performance and culture to ensure services provided are meeting standards, expectations and commitments.
- Ensure adherence to corporate standards relating to correspondence, relevant legislation, regulations, professional standards, Council policies and customer service.
- Represent the Service Unit at Council meetings, community and stakeholder meetings and public forums as required.
- Exercise due diligence, including implementing risk management programs, and ensuring that probity and ethical practice is maintained at all times.
- Act in other management positions within the Community and Culture Directorate as required.
- Actively participate in the Community and Culture Directorate leadership team and its forums.
- Ensure to take reasonable care for the health and safety of yourself, staff, visitors, contractors and volunteers whilst at work, and cooperate with Council to comply with all WHS legislative obligations.
- Ensure facilities are compliant with NSW Health, Practice Note 15 on Water Safety and Royal Life GSPO, National Fitness Industry Code of Practice and other relevant safety guidelines in aquatics, and health and fitness industry
- Model respectful behaviours including respect for cultural diversity and encourage staff to work together to generate creative and innovative ideas.
- Exchange information and advice and consult with staff at all levels to achieve a consistent approach to projects and programs and to coordinate teamwork to achieve agreed outcomes.
- Report to senior management and Council in accordance with regular reporting cycles or as requested.
- Oversee the review of existing, and development of new, programs, projects and services in accordance with the specific needs of local populations and visitors both physically and on-line.

- Ensure safe work practices are adopted in the work area and contribute to the development and maintenance of work method statements.
- Report injuries, accidents, incidents and near misses in the work area and on the corrective actions taken to prevent reoccurrence.
- Do not intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety or welfare.
- Ensure EEO, the principles for a culturally diverse society, and Council policies are complied with at all times.
- Contribute to improved customer service and organisational effectiveness, by acting ethically, honestly and with fairness.

Knowledge

Qualifications (Level)

- Appropriate tertiary qualifications in recreation, business or a related discipline and/or minimum ten years equivalent industry experience in recreational facility management, preferably with aquatics.
- Current First Aid and CPR Certificate.
- Class C Driver's licence.
- Current NSW Working With Children Check (paid employment)

Essential Criteria

- Extensive experience in aquatic, health and fitness centres and the management of community programs, including strategy, policy and program development.
- Extensive experience in managing aquatics operations, associated technology, sales and marketing, and asset, compliance, risk and safety management.
- Demonstrated experience in managing the needs of a diverse range of stakeholders.
- Demonstrated ability to recruit, lead, motivate, develop and manage a team and its functions to achieve articulated community outcomes and commitments.
- Demonstrated ability to work independently and within a team, displaying appropriate judgement, flexibility, organisational awareness, problem solving and decision-making skills.
- Specialist skills and experience in business planning and management, project management, contract management, and the ability to work under pressure and meet deadlines.

Desirable Criteria

- Experience managing facilities with more than 750K visitations annually.
- Demonstrated experience in Asset Based Community Development and/or community capacity building.
- Experience of working with the Primary and Allied Health and Local Health Networks.
- Understanding and applied knowledge in the principles of social prescribing, social sustainability, systems thinking and social role valorisation.
- Demonstrated understanding of the complexity of Local Government, in particular the social, political and legal frameworks within which it operates.
- Aquatic Technical Operations certification.

Skills

- Knowledge of legislative and regulatory framework relevant to the work of the service area, including related sections of the Local Government Act, Practice Note 15 on Water Safety, Royal

Life GSPO, networks, agencies and practices, funding sources, and current issues in the aquatics, health and fitness community facilities sectors.

- Proven ability and experience in delivering high quality customer experience, in dealing with difficult Centre Users and handling emergencies.
- Well-developed financial and budget management skills.
- Knowledge of asset and risk management systems.
- Demonstrated ability to manage change including the development of new work practices in response to Council, community and industry needs and trends.
- High-level communication, negotiation, report writing, advocacy, relationship and people management skills.
- High-level stakeholder engagement and consultation skills.
- Sound knowledge of employment relations principles and practices.
- Ability to prioritise and work under pressure in a political environment.
- Promotional, marketing and public relations skills.

Acknowledgement:

I, acknowledge that I have read and understood the above position description and have been given a personal copy.

Signatures:

Employee's Signature Date:

Manager's Signature Date: