

<b>Position:</b>	<b>Coordinator Community Facilities Projects and Partnerships</b>
<b>Agreement:</b>	Surf Coast Shire Council Enterprise Agreement 2022– 2025
<b>Award Classification:</b>	Band 8
<b>Division:</b>	Community Life
<b>Unit:</b>	Community Strengthening
<b>Date Reviewed:</b>	July 2023
<b>Approved By:</b>	General Manager Community Life
<b>Current Incumbent:</b>	

Surf Coast Shire Council Acknowledges the Wadawurrung People, and the Gulidjan and Gadubanud Peoples of the Eastern Maar nation as the Traditional Owners of the land we now call Surf Coast Shire. We pay our respects to their Elders past and present, and all other Aboriginal and Torres Strait Islander People who are part of our Surf Coast Shire community.

### **Our purpose, direction and approach were developed collaboratively by our people for our people.**

As an employee of the Surf Coast Shire Council you are committing to work towards our purpose within our team by following our direction and living our approach.

### **Purpose, Direction and Approach**

Council is committed to helping our community and environment to thrive. In order to do this we understand that we will be an innovative and flexible leader that values the strengths of others enabling our workplace to be a place where people can do their best and be proud of their achievements.

Our Approach guides us in the way that we work:

#### ***We Do What We Say***

We set clear expectations  
We are accountable for our actions  
We get things done

#### ***We See Opportunity***

We look for better ways  
We are open minded  
We learn from our experiences

#### ***We Work Together***

We value strengths and differences  
We seek to work with others  
We help people to succeed

#### ***We Make a Difference***

We proudly represent Surf Coast Shire Council  
We act with the future in mind  
We go the extra mile

### **POSITION OBJECTIVES**

The role of Coordinator Community Facilities Projects and Partnerships is to:

- Provide subject matter expert leadership and advice in relation to Community facilities planning, development, usage, management and maintenance.
- Provide subject matter expert leadership and advice in relation to contract management for Council's major leisure facilities.
- Provide a streamlined customer experience for community facility usage.
- Ensure all Council community facilities user groups have a current lease/license agreement, understand their responsibilities and are maintaining their sites in accordance with agreement accountabilities.
- Ensure Council community facilities are operated and maintained to the highest possible standards with a high level of usage by our community.
- Enhance the community and customer experience of all community facility usage.
- Increase the usage of all Council community facilities, drive income generation and meet all legislative requirements in managing Council's facilities.
- Ensure community users are provided a fair and equitable opportunity to utilise Council community facilities.
- Drive management and delivery of community led projects that benefit and empower our community.
- Develop and maintain professional and positive relationships with our community, government, external and internal stakeholders.
- Sponsor Capex Projects that are delivered in a timely, cost-effective and collaborative manner that have a positive outcome for our community and funding partners resulting in an enhanced reputation for Surf Coast Shire Council.
- Assist in ensuring risk, compliance and regulatory requirements of planning, usage and leasing of Council community facilities are current and met at all times.

### **ORGANISATIONAL CONTEXT**

Refer to Surf Coast Shire Council Organisation Chart within this document.

This position is located within Council's Community Strengthening Department which oversees the implementation of activities to build community and civic life in the Surf Coast Shire. The Department is dedicated to providing a high quality, responsive and professional experience and engaging with our community

### **ORGANISATIONAL RELATIONSHIPS**

Reports to: Manager Community Strengthening  
Supervises: Team Leader Community Facilities, Community Project Development Officer, Community Partnership Officer, Community Facilities Officer  
Internal Relationships: Councillors and all staff at Surf Coast Shire Council  
External Relationships: Members of the community, government, community groups, businesses and external service providers.

KEY RESPONSIBILITIES	MEASURABLE OUTCOMES
<p><b>Community Facilities Projects and Partnerships Unit People Management</b></p> <ul style="list-style-type: none"> <li>• Manage and lead the Community Facilities Projects and Partnerships Team to provide quality value added services in all aspects of facility management, project management, contract management, policy development and stakeholder engagement.</li> <li>• Support the development of team members.</li> <li>• Create and maintain a culture that supports high levels of staff engagement.</li> <li>• Develop, implement and monitor service standards across all areas of this portfolio.</li> <li>• Comply with legislation, regulation and any other externally imposed service standards, policies or procedures.</li> <li>• Effective management of all community facilities.</li> <li>• Effective contract management of Council's major leisure facilities.</li> </ul>	<ul style="list-style-type: none"> <li>• <i>Services are compliant with any relevant external service standards.</i></li> <li>• <i>Positive team culture is maintained.</i></li> <li>• <i>Performance measures are identified for each community facility.</i></li> <li>• <i>All staff members consistently display the organisations values.</i></li> <li>• <i>All staff members operate with a 'customer-first' mindset.</i></li> <li>• <i>Continued improvement in community satisfaction data.</i></li> <li>• <i>Customers experience quality service at all times.</i></li> <li>• <i>Work plans, performance reviews and annual PD reviews are completed on time.</i></li> </ul>
<p><b>Service Manager</b></p> <p><b>Sports Reserves, Open Space and Community Precincts</b></p> <ul style="list-style-type: none"> <li>• Ensuring all regular users of Council facilities, including open space, have an up to date lease/licence agreement with Council.</li> <li>• Responsible for ensuring Council is recouping annual administration, utilities and other costs as outlined in Lease/Licence agreements with user groups.</li> <li>• Establishing annual fee and hire charge changes in alignment with Council Policy and benchmarked against other LGA's and market entities.</li> <li>• Negotiating agreements with key stakeholder user groups in a fair and transparent manner to achieve positive outcomes for both entities.</li> <li>• Lead the Community Facilities Projects and Partnerships Team to provide a positive customer experience for all Lease and Licence Agreement holders.</li> <li>• Update and review Council Policies relevant to Lease and Licence Agreements.</li> <li>• Responsible for stakeholder engagement and management of all Lease and Licence Agreement holders of Council sporting facilities and community halls.</li> <li>• Develop policy and procedures for recreation services to address emerging recreation issues.</li> <li>• Manage open space permits and access to Council reserves and community facilities.</li> <li>• Responsible for implementing appropriate fees and charges for permits in accordance with Council Policy and benchmarking against other LGA's.</li> </ul>	<ul style="list-style-type: none"> <li>• <i>All community facility regular user groups have a current lease/licence agreement.</i></li> <li>• <i>Facility users are meeting their agreement accountabilities including;</i> <ul style="list-style-type: none"> <li>- <i>Cleaning</i></li> <li>- <i>Maintenance</i></li> <li>- <i>Payment of annual licence fee</i></li> <li>- <i>Payment of utility and other costs as outlined upon invoice</i></li> </ul> </li> <li>• <i>Council does not have an expired lease/licence agreements with facility users.</i></li> <li>• <i>Council is recouping costs associated with providing facilities for community use.</i></li> <li>• <i>Enhanced positive relationship and reputation with community facility user groups.</i></li> <li>• <i>Up to date database of all facility user groups.</i></li> <li>• <i>Up to date relevant community facility policies and procedures.</i></li> <li>• <i>Fees and charges are in alignment with other LGA/local facility providers.</i></li> <li>• <i>Council facilities are clean, tidy and meet OH&amp;S requirements.</i></li> <li>• <i>Maintenance requests are reduced year on year due to accountabilities being achieved by user groups and Council.</i></li> <li>• <i>Regular maintenance and cleaning audits are undertaken and documented.</i></li> </ul>

**Position description**

- Provide subject matter advice and response to public land management enquiries.

- *Priority list of maintenance and renewal actions is developed and actioned leading to increased efficiencies.*
- *Reduction in CRMs being made by community facility users year on year.*
- *Permits and access to Council property are turned around in an adequate timeframe to enhance customer experience.*
- *Community satisfaction is improved.*

**Contract Management**

- In consultation with internal stakeholders drive the development and delivery of a tender process for Wurdi Baierr Stadium, Surf Coast Aquatic & Health Centre and Winchelsea Pool to be managed by a third party provider(s).
- Responsible for assisting the Manager Community Strengthening in the ongoing management of contracts with third party service providers of Wurdi Baierr Stadium, Surf Coast Aquatic and Health Centre and Winchelsea Pool as Project Owner for these facilities.

- *The tender process for SCAHC, Wurdi Baierr Stadium and Winchelsea Pool is smooth for those making a submission and meets Council's internal policy and process requirements.*
- *SME advice provided to the tender preparation assists in the successful obtainment of a facility operator at both sites.*
- *SME advice and support provided to Manager Community Strengthening as Project Owner of both sites assists in a positive relationship with the facility operators.*
- *Through the contract development, facility operators understand their contractual obligations as operators.*

**Facility Management**

**Bookings**

- Responsible for managing bookings for facility hire and use of all Council community facilities across the shire with exception of Wurdi Baierr Stadium and Winchelsea Health Club.
- Responsible for reviewing and developing practices, processes and systems that enhance the functionality and simplifies the user experience in booking Council facilities and reduces the risk of booking clashes.
- Ensuring the Community Facilities Projects and Partnerships Team have a 'customer-first' approach to managing bookings and facility use.
- Provide high quality, professional and responsive service when engaging with our community.
- Ensure bookings are managed in conjunction with priority use of lease and licence agreement holders.

- *Users making bookings for use of Council facilities have a positive experience and the process is quick, easy and succinct.*
- *Communication and engagement with users booking facilities is positive and responsiveness is in a timely manner.*
- *Significant reduction in facility booking clashes due to centralisation.*
- *Reputation of Council is enhanced through a 'customer-first' approach to user groups when making bookings.*
- *Community satisfaction is improved.*

**Utilisation**

- Drive increased patronage and usage of all Council community facilities through enhanced marketing and promotional activities.

- *Priority user groups with a lease/licence agreement are well informed as necessary regarding bookings at their facilities.*
- *Usage of Council facilities is increased year on year generating increased revenue.*
- *The community is aware Council facilities are available to hire/book.*

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**Position description**

<p><b>Maintenance</b></p> <ul style="list-style-type: none"> <li>Responsible for ensuring regular audits are undertaken across all community facilities to manage and prioritise maintenance requests, drive asset renewal and enhance customer experience and expectation in a proactive vs reactive manner.</li> <li>In partnership with the Facilities Maintenance Team, review and enhance processes and systems to ensure community facilities are maintained and cleaned on an appropriate schedule to provide well-kept facilities.</li> </ul>	<ul style="list-style-type: none"> <li>Facilities are maintained to project an appealing, exciting, clean and safe environment.</li> <li>Operational budget and reporting requirements are adhered to.</li> <li>Regular maintenance audits are undertaken via a predetermined schedule.</li> <li>Priority maintenance and renewal requirements are completed.</li> <li>All facilities are adequately cleaned and maintained by user groups/Council to an appropriate standard.</li> <li>Pre and post event checks are undertaken at all facilities being booked.</li> <li>An enhanced standard of cleanliness across all community facilities exists.</li> <li>Changed culture across Council regarding standards of facility maintenance and cleanliness is achieved.</li> <li>User groups are meeting their agreement accountabilities.</li> </ul>
<p><b>Community Infrastructure Project Delivery</b></p> <ul style="list-style-type: none"> <li>Manage Capex delivery of Community Infrastructure Projects as Project Sponsor.</li> <li>Planning and delivering projects in accordance with Council's project management framework.</li> <li>Building and enhancing relationships with key stakeholders including State and Federal Government and funding partners.</li> <li>Develop high quality written reports, briefings, presentations and public information.</li> <li>Manage community consultation, engagement and communications to ensure a collaborative approach to facility planning and community project delivery.</li> </ul>	<ul style="list-style-type: none"> <li>CAPEX projects are delivered in accordance with funding agreements including:             <ul style="list-style-type: none"> <li>Timelines</li> <li>Budget</li> <li>Outcomes</li> </ul> </li> <li>Council's relationship with funding partners is positive.</li> <li>The community is well informed with a strong focus on communication and engagement with individuals and groups as part of the project delivery.</li> <li>Well-developed process for consulting and engaging the community is developed and implemented.</li> <li>Council has an enhanced reputation for 'getting things done.'</li> </ul>
<p><b>Community Project Development</b></p> <ul style="list-style-type: none"> <li>Work with the community, Council and other levels of Government to develop appropriate responses to community needs.</li> <li>Identify medium to long-term opportunities and challenges and plan for them.</li> <li>Manage the delivery of community led projects.</li> </ul>	<ul style="list-style-type: none"> <li>Development of a Community Led Projects Framework.</li> <li>Policy and processes developed and tested to ensure Council is managing risk of community led projects.</li> <li>The community are well supported in delivering their own projects.</li> <li>Council is meeting their legal obligations in supervising the delivery of community managed projects.</li> <li>Increase in the number of community projects being delivered as a result of the Community Led Projects Framework.</li> <li>Streamlined process for community project applications.</li> </ul>

**Position description**

**Community Asset Committees**

- Responsible for managing the partnership between Council and its Community Asset Committees (CACs) ensuring compliance with its instrument of delegations.
- Lead the Community Facilities Projects and Partnerships Team in fostering and supporting the relationship between Council and its CACs by attending AGMs, providing Customer Request Management support and other administrative needs.
- Review current policies to ensure they reflect current and emerging community needs.
- Provide subject matter advice and response to CACs.

- *Development and implementation of policies and procedures to assist CACs in managing their facilities in accordance with instruments of delegation and meeting current and emerging community needs.*
- *Strong and positive relationship between Council and CACs exists.*
- *CACs feel well supported.*

**Stakeholder Management and Engagement**

- Develop and maintain positive relationships with local community groups, sporting and recreational bodies relevant to each facility. Liaise with, and seek input these groups on a regular basis to inform decision making.
- Develop customer service and feedback systems for all user groups and individuals and utilise feedback to improve services.
- Be conversant with, and ensure that OH&S policy, procedures and guidelines are compliant.

- *Strong relationships maintained and feedback mechanism implemented.*
- *Customer service and feedback systems implemented across all major facilities i.e. survey, comments box etc.*
- *OH&S policy, procedures and guidelines adhered to at all facilities.*

**General Responsibilities/Other**

- Perform other duties and responsibilities reasonably within the capabilities of the position.

- *Support provided to Manager Community Strengthening and the wider team as required.*

**Risk Management and Workplace Health & Safety**

- Observe safe work processes in accordance with training and instruction given and report any risks to immediate supervisor. Risks arising in the workplace may be financial, safety, site, task or person-specific.
- Participate in the consultative processes provided by the organisation.

- *Report risk, hazards and incidents in a timely manner using the correct channels of communication.*
- *Conduct work practices in line with Council's WHS and Risk management policies, practices and relevant legislation.*

**Fraud and Corruption**

- Ensure Council's Fraud & Corruption policy, program and the application of sound fraud & corruption management practices within the workplace and community are observed and complied with at all times
- Maintain awareness and keep updated with relevant training around fraud and corruption to

- *Potential breaches and incidents are reported in a timely manner using the correct channels of communication.*
- *Work practices are conducted in line with Council's Fraud & Corruption policy.*
- *Fraud & Corruption training and refresher training for all staff within the department is complete.*

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ensure all staff meet the obligations of their role and fulfil their responsibilities in relation to fraud and corruption.

- Participate in Fraud & Corruption training provided by the organisation.

**Record Keeping**

Understanding records management obligations and responsibilities.

Making and keeping accurate and complete records of business activities and decision making.

Creating records proactively including those resulting from telephone conversations, verbal decisions, meetings, emails and letters.

- *Ensuring the quality and accuracy of the data used or entered on Council databases and systems.*

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**ACCOUNTABILITY & EXTENT OF AUTHORITY**

- Contribute to the development of Shire wide strategy, policy and position on facility planning, management, operations, contract management and service delivery.
- Contribute to achieving service, operational and project objectives.
- Contribute to department and organisational planning and leadership initiatives.
- The overall achievement of key responsibilities and criteria established in unit operational plans and work plans.
- Financial performance of all community facilities, particularly including:
  - Increasing the number of people utilising facilities.
  - Increasing the hours of usage of facilities.
  - Increasing the profile of facilities.
  - Improving maintenance and cleanliness of all facilities.
  - Invoicing Lease and licence holder financial contributions per agreements.
  - Increasing the satisfaction of third party providers operating facilities.
- Undertake direct engagement with members of the public and other key stakeholders.
- Staff management
- Adherence to established delegation and authority levels.

**JUDGEMENT AND DECISION MAKING**

- Ability to work independently and show initiative in new and unexpected situations.
- Initiate and manage negotiations with stakeholders to gain commitment to projects and delivery of activities to meet organisational objectives.
- Manage all budgets as they apply to this position.
- Ensure compliance with relevant policies and legislation as they apply to areas within the Community Facilities portfolio.
- Ability to assess complex issues and identify and implement relevant solutions.
- Ability to identify, analyse and solve complex problems whilst identifying risks and finding solutions, identifying a range of options and recommendations considering the impact on key stakeholders, particularly the wider community.
- Operate with a customer-first approach in a consultative and collaborative manner with all internal and external stakeholders.
- Work independently to progress delivery of the Program of projects.

**SPECIALIST SKILLS AND KNOWLEDGE**

- Ability to manage complex stakeholder groups.
- Ability to develop licence contracts and agreements including tenders.
- Ability to clearly communicate with others through written reports, research and consultative methods.
- Ability to liaise with and work co-operatively with management and staff.
- Ability to be pro-active in promoting facility usage and community enhancing projects.
- An understanding of the position's function within organisational context and of the position's work unit goals.
- Possess an in-depth understanding of project management and facilities management in a community sport and recreation context.
- Demonstrated experience to effectively monitor and evaluate programs.

**MANAGEMENT SKILLS**

- Ability to provide leadership and motivate staff.
- Ability to manage complex stakeholder groups.
- Ability to manage time, plan and organise personal and centre workload and set priorities accordingly.
- Ability to contribute to long term staffing strategies.
- Ability to gain cooperation and support from staff.
- Make decisions while working with a minimum of supervision.
- Ability to work under pressure and meet deadlines
- Ability to communicate to project stakeholders to achieve project timeframes and budgets.

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- Ability to multi-task and manage several projects, including contracts/agreements, at the same time.
- Understanding of and ability to implement Equal Employment Opportunity and Occupational Health and Safety Practices.

### **INTERPERSONAL SKILLS**

- Exceptional oral and written communication skills.
- Ability to gain cooperation and support of others to achieve given objectives, and in the administration of well-defined activities.
- Sensitivity to local politics and policies.
- Ability to write reports in relation to programs and initiatives including external correspondence.
- Awareness of self attributes and the part they play in communicating with others.
- Ability to contribute to and chair meetings.
- Ability to liaise with counterparts in other organisations to discuss and resolve specialist problems

### **EQUAL OPPORTUNITY STATEMENT**

Surf Coast Shire Council is an equal opportunity employer. We ensure fair, equitable and non-discriminatory consideration is given to all applicants, regardless of age, sex, disability, marital status, pregnancy, sexual orientation, race, religious beliefs or other irrelevant factor. We recognise our proactive duty to ensure compliance with equal opportunity and other workplace-related legislation, and to eliminate all forms of discrimination.

### **CHILD SAFE STANDARDS**

Surf Coast Shire Council is committed to creating a child safe and child friendly environment where children and young people are respected, valued and encouraged to reach their full potential.

Surf Coast Shire Council's policies and procedures support the implementation of requirements under the Child Wellbeing and Safety Act 2005. Council will ensure that the Child Safe Standards are understood and embedded across Council services and programs.

All positions within Council are required to have a current Working with Children Check (WWCC) as stated in Council policy. All prospective employees cannot commence work with Council until they have a valid WWCC.

All prospective employees will be required to undertake a national and/or international criminal history check before commencing employment with Council. This check will be conducted and paid for by Council.

### **KEY SELECTION CRITERIA**

#### **MANDATORY QUALIFICATIONS AND EXPERIENCE**

- Degree qualification in Sports Management, Project Management, Recreation Planning or equivalent industry experience.
- Minimum five years' experience in sport and recreation and/or community facility management with demonstrated exceptional community engagement / stakeholder management skills.
- Demonstrated experience in managing large and complex operating contracts with leisure / recreation companies.
- Ability to effectively lead a team with strong staff supervision experience.
- Demonstrated project planning management and delivery skills.
- Exceptional strategic and operational planning and policy development skills.
- Demonstrated skills and experience in budget management and report writing.
- Essential certificates / credentials - First aid including CPR qualifications.

### **OTHER MANDATORY REQUIREMENTS**

- Current Victorian driver's licence.
- You have the Right to live and work in Australia.
- A current WWCC.
- Police Check results that are suitable for this position (will be arranged by Surf Coast Shire Council).
- A complete international criminal history check is required if the person has worked or lived overseas for any period of time  
OR a complete national criminal history check is required if the person has only ever worked in Australia.

To apply for this role please use the links on the 'Employment Opportunities' page of our website. To be considered for this opportunity candidates must address the Key Selection Criteria and follow the instructions listed in the Employment Application Guide.