



## POSITION DESCRIPTION FORM

File No: PDF-F0429732

### POSITION IDENTIFICATION

|               |                                    |                     |                                                           |
|---------------|------------------------------------|---------------------|-----------------------------------------------------------|
| Title:        | Facility Operations Team Leader    | Level:              | Level 5                                                   |
| Service Unit: | Sport & Recreation                 | Award:              | Local Government Industry Award 2020 Industrial Agreement |
| Directorate:  | Community and Economic Development | Date Effective:     | 22 July 2026                                              |
| Reporting to: | Coordinator Customer Experience    | Date Last Reviewed: | 22 July 2026                                              |

### PURPOSE OF POSITION

- Lead the day-to-day delivery of front-of-house and facility operations at Eaton Recreation Centre, ensuring services are safe, efficient and consistent across reception, café, centre supervision, cleaning and facility operations.
- Provide leadership and coordination of customer-facing teams to deliver the Centre's customer service commitment of "Exceptional Service, Every Customer, Every Interaction."
- Support the Centre's mission of "Everyone Active, Moving More, Living More" by ensuring facilities are welcoming, accessible, safe, clean and operationally effective.
- Coordinate administration, staffing, facility maintenance and operational systems to support high-quality recreation experiences and positive community outcomes.
- Foster a culture of continuous improvement, teamwork, accountability and customer service excellence throughout facility operations.

### SUMMARY OF ACCOUNTABILITIES & RESPONSIBILITIES

#### Facility Operations and Maintenance

- Coordinate day-to-day facility operations to ensure buildings, equipment and customer spaces are maintained to a high standard.
- Act as the primary point of coordination for maintenance requests, ensuring repairs and maintenance activities are actioned promptly and cost-effectively.
- Liaise with contractors, service providers and internal departments to coordinate works and ensure compliance with relevant legislation, standards and contractual requirements.
- Monitor the condition of facilities, furniture, fixtures and equipment and identify maintenance, renewal and improvement requirements.
- Undertake regular inspections and audits to ensure presentation, cleanliness, safety and operational standards are maintained.
- Ensure contractor activities are managed, documented and monitored in accordance with procurement and contractor management requirements.
- Support preventative maintenance schedules and operational asset management practices.

## SUMMARY OF ACCOUNTABILITIES & RESPONSIBILITIES

### Customer Experience and Front-of-House Operations

- Lead and support reception and customer service operations to ensure a consistent and professional customer and member experience across all service delivery points.
- Demonstrate and promote the Centre's customer service culture through responsive, professional and inclusive interactions.
- Ensure customer and member enquiries, complaints and service requests are managed professionally, efficiently and in accordance with established procedures.
- Monitor and measure customer and member feedback/satisfaction through annual and NPS survey and reporting metrics and identify opportunities to improve service delivery, operational processes and customer satisfaction.
- Work collaboratively with all departments to ensure a seamless customer and member journey throughout the Centre.

### Team Leadership and Supervision

- Provide effective leadership, support and direction to Reception staff, Centre Supervisors, Café staff and Cleaning staff.
- Coordinate staff resources to ensure operational coverage across business hours, evenings and weekends.
- Develop and maintain rostering arrangements that balance operational requirements, customer service outcomes and workforce planning objectives and align to program, events and booking requirements of the Centre.
- Participate in recruitment, onboarding, induction and ongoing development of team members.
- Conduct performance conversations, coaching and training to support employee growth and achievement of operational objectives.
- Promote a positive, accountable and customer-focused team culture aligned with the Shire's values.

### Administration, Business Support and Improvement

- Coordinate administrative and financial functions associated with Centre operations, ensuring efficient and accurate business processes.
- Prepare and disseminate agendas, minutes, reports and operational correspondence as required.
- Coordinate purchasing, invoice processing, purchase orders and general administrative support activities associated with facility operations.
- Maintain accurate records, documentation, registers and reporting requirements.
- Support the development, implementation and review of operational procedures, service standards and business improvement initiatives.
- Assist with budget monitoring and provide reporting on operational expenditure and service delivery outcomes.

### Café and Operational Support Services

- Oversee café operations to ensure staffing, stock control, customer service and operational standards are maintained.
- Monitor inventory levels and coordinate ordering of operational supplies, consumables and café stock.
- Ensure café and customer service operations comply with relevant health, safety and operational requirements.
- Work collaboratively with operational staff to improve efficiency and service delivery across customer-facing functions.

### Work Health and Safety

- Promote and maintain a strong workplace health and safety culture across all operational teams.
- Ensure hazards, incidents, injuries and maintenance concerns are reported, investigated and addressed appropriately.

## SUMMARY OF ACCOUNTABILITIES & RESPONSIBILITIES

- Assist in the development and implementation of operational safety procedures and emergency management processes.
- Ensure staff receive appropriate training, instruction and supervision to perform duties safely and effectively.
- Participate in emergency response activities and fulfil designated responsibilities during emergency situations and facility evacuations.
- Monitor contractor compliance with safety requirements while undertaking works on site.
- Coordinate and action monthly WHS walkarounds, ensuring identified hazards, maintenance issues and corrective actions are recorded, assigned and followed up to completion.

### Continuous Improvement and Strategic Support

- Contribute to the achievement of operational plans, business objectives and strategic priorities.
- Identify opportunities to improve service delivery, operational efficiency and customer experience outcomes.
- Assist in developing systems and processes that support sustainable growth and operational excellence.
- Contribute to a welcoming, inclusive and community-focused environment that supports the Centre's mission of "Everyone Active, Moving More, Living More."
- Undertake required training to maintain industry knowledge and professional capability.
- Undertake other duties within the scope of the position as directed by the supervisor or manager.

## ORGANISATIONAL RELATIONSHIPS

Responsible for: Centre Supervisors, Customer Service Officers, Café Attendants, Cleaners.

Internal Relationships: All Shire of Dardanup employees and Elected Members.

External Relationships: Federal and State government agencies, other local government authorities, community groups and organisations, private sector stakeholders, ratepayers, members and general public.

## POSITION DIMENSIONS

Work Location: Eaton Recreation Centre.

Delegated Authority: Not Applicable at this level.

Driving Requirements: C (Car) or CA (Car Automatic) class motor vehicle licence.

## EXTENT OF AUTHORITY

This position operates under the direction of the Coordinator Customer Experience and under supervision either individually or in a team environment, within established guidelines, procedures and policies of Council as well as statutory provisions of the Local Government Act and other legislation.

## CORPORATE ACCOUNTABILITIES

### Customer Service

- Deliver responsive, internal and external customer-focused services
- Maintain strong stakeholder relationships

## CORPORATE ACCOUNTABILITIES

### Financial Management

- Manage budgets and ensure value-for-money outcomes
- Support accurate forecasting and reporting

### Process & Improvement

- Lead continuous improvement and system optimisation
- Ensure audit-ready documentation and compliance

### People & Culture

- Build workforce capability and a high-performance culture
- Support leadership development and engagement

### Work Health & Safety

- Ensure compliance with WHS legislation and practices
- Promote a strong safety culture

### Governance & Conduct

- Act with integrity and accountability
- Comply with policies, legislation and Code of Conduct
- Demonstrate and promote TRACES values through actions and behaviour.

## VALUES

### Our Values – TRACES

The Shire of Dardanup is building a culture where openness and transparency are the norm; and where we all hold ourselves accountable to deliver excellence for our customers and community.



## SELECTION CRITERIA

### Essential:

1. Demonstrated experience in facility operations, venue management, customer service management or recreation centre operations.
2. Proven experience leading and coordinating diverse operational teams in a customer-focused environment.
3. Demonstrated experience in rostering, workforce coordination, performance management and staff development.
4. Experience coordinating building maintenance, contractor management and operational facility services.
5. Strong administration skills including reporting, record management, purchasing, invoice processing and operational documentation.
6. Demonstrated ability to identify, implement and monitor process improvements and service delivery initiatives.

7. Excellent customer service skills with a demonstrated commitment to delivering “Exceptional Service, Every Customer, Every Interaction.”
8. Strong organisational and time management skills, with the ability to manage multiple priorities and operational demands.
9. Well-developed verbal and written communication skills with the ability to build positive relationships with a broad range of stakeholders.
10. Demonstrated problem-solving ability, initiative and sound decision-making skills.
11. Sound knowledge of Work Health and Safety legislation and risk management principles.
12. Current C Class Driver’s Licence.

Desirable:

1. Qualification in Recreation Management, Business Management, Leadership, Facility Management or a related discipline.
2. Current First Aid and CPR certification.
3. Experience working within a leisure, recreation, aquatic or community facility environment.
4. Experience using recreation management, customer relationship management or workforce management software systems.
5. Demonstrated understanding of the role recreation facilities play in supporting community wellbeing.