Position Description

Gawler

Coordinator Aquatic and Recreation Services

Division:	Infrastructure & Recreation	**Classification:**	SAMSOA GOS Level 6
Department:	Recreation and Leisure Services	**Date Reviewed:**	30 July 2026
Reports to:	**Manager People and Culture**		

About the Role

This position is responsible for the leadership, coordination and day-to-day operation of the Gawler Aquatic Centre, Gawler Sport and Community Centre and Princes Park.

The role provides operational leadership across aquatic and recreation services, including facility operations, venue hire, program delivery, customer service, workforce management, asset management, and community engagement.

The position contributes to the development and implementation of strategic, operational, financial and workforce plans and is accountable for achieving agreed service, utilisation, participation, and financial outcomes.

Reporting and Accountability

This position reports to the Manager People and Culture.

The role operates with a high degree of autonomy and is accountable for the delivery of all responsibilities outlined within this Position Description, together with specific outcomes identified through annual Performance Development Plans.

The position works closely with staff across all areas of the organisation and liaises externally with user groups, sporting clubs, schools, contractors, suppliers, government agencies, community organisations, and members of the public.

Direct Reports

- Aquatic Centre Lead
- Aquatic Programs Coordinator
- Recreation Administration Officer
- Customer Service Supervisors
- Casual Aquatic and Recreation Staff
- Agency Staff

Initials.....

Key Objectives and Responsibilities

1. Key Objectives

- Oversee the delivery of aquatic and recreation programs, services, and facility operations.
- Maximise community participation and facility utilisation across Council's aquatic and recreation facilities.
- Lead, mentor, and develop staff to deliver high-quality customer service and operational outcomes.
- Develop and implement business, operational, workforce and marketing plans.
- Monitor and report on service delivery, facility utilisation, participation, customer satisfaction, and financial performance.
- Manage operational budgets and procurement activities within delegated authority.
- Ensure facilities, plant and equipment are maintained in a safe, compliant, and serviceable condition.
- Promote continuous improvement, innovation, and operational efficiency.
- Ensure compliance with Council policies, legislative requirements and Work Health and Safety obligations.
- Build and maintain strong relationships with user groups, schools, sporting clubs, community organisations, and stakeholders.

2. Responsibilities

Aquatic and Recreation Operations

- Lead the day-to-day operation of the Gawler Aquatic Centre, Gawler Sport and Community Centre and Princes Park.
- Coordinate the delivery of aquatic, recreation, and leisure programs.
- Manage venue hire operations and community use of facilities.
- Monitor facility utilisation and identify growth opportunities.
- Ensure appropriate service standards are maintained.
- Oversee customer enquiries, bookings, and issue resolution.
- Support the delivery of Council priorities and strategic objectives.
- Develop and review operational procedures, standard operating procedures, and emergency management processes.
- Coordinate responses to operational issues, emergencies, and after-hours callouts.

Strategic Planning and Reporting

- Develop and implement business, operational and workforce plans.
- Assist in the implementation of Council's Aquatic and Recreation Strategic Plans.
- Establish operational goals, priorities, and performance targets.
- Analyse participation, utilisation, customer, and financial data.
- Prepare monthly, quarterly, and annual performance reports.
- Monitor and report on key performance indicators.
- Identify opportunities for innovation, service improvement, and operational efficiencies.

Leadership and People Management

- Lead and develop a high-performing Aquatic and Recreation Team.
- Coordinate recruitment, induction, training, and development activities.
- Conduct Performance Development Reviews.
- Manage staff performance and attendance matters.
- Develop and manage staff rosters.
- Ensure qualifications, licences and certifications remain current.
- Promote a positive, inclusive, and customer-focused culture.

- Support workforce planning and succession planning initiatives.

Customer Experience and Community Engagement

- Promote a high standard of customer service across all areas of operation.
- Respond to customer enquiries, requests, feedback, and complaints in a timely and professional manner.
- Develop and maintain positive relationships with community groups, schools, sporting clubs, and facility users.
- Identify opportunities to increase participation, utilisation, and community engagement.
- Contribute to initiatives that support customer satisfaction and continuous improvement.

Marketing and Communications

- Develop and implement marketing and promotional activities.
- Maintain and oversee digital communications including websites and social media platforms.
- Promote aquatic and recreation programs and services.
- Monitor participation trends and community needs.
- Develop strong relationships with schools, clubs, user groups, and community organisations.
- Support community consultation and engagement activities.

Financial and Asset Management

Financial Management

- Assist in the preparation, management, and monitoring of operational and capital budgets.
- Monitor income and expenditure and provide variance analysis.
- Contribute to monthly and annual financial reporting.
- Manage stock control, banking procedures, cash handling, and point-of-sale systems.
- Authorise purchases within delegated authority.
- Coordinate procurement activities in accordance with Council policies.
- Review fees and charges and provide recommendations to improve financial performance.
- Identify opportunities to improve revenue and cost efficiencies.

Asset Management

- Ensure facilities, buildings, amenities, plant, and equipment are maintained to appropriate standards.
- Conduct regular facility inspections.
- Identify and report maintenance and capital renewal requirements.
- Coordinate maintenance requests and contractor works.
- Support asset lifecycle and renewal planning.
- Promote sustainable and cost-effective asset management practices.

Special Conditions

Some out-of-hours work will be required, including evenings, weekends, and public holidays in accordance with operational requirements.

The position may also be required to respond to after-hours operational matters and facility call-outs where necessary.

Selection Criteria: Qualifications/Experience

In undertaking the duties of your position with the Council, you acknowledge that, at a minimum, you meet all essential attributes listed below.

Qualifications

Essential

- Diploma or Degree in Recreation Management, Sport Management, Leisure Management, Business Management or a related discipline and/or significant relevant experience.
- Current First Aid and CPR certification.
- Working With Children Check.
- Child Safe Environments training.
- Current unrestricted South Australian driver's licence.

Desirable

- Diploma or Degree in Recreation, Sport, or Leisure Management.
- Experience within Local Government.
- Training in WHS, leadership or people management.
- Current Mental Health First Aid qualification.

Knowledge and Experience

Essential

- Demonstrated experience managing aquatic and/or recreation facilities.
- Experience leading staff and volunteers in a customer service environment.
- Experience managing budgets and financial reporting.
- Experience preparing management reports and performance data.
- Experience developing recreation and/or aquatic programs.
- Experience in facility operations and venue management.
- Knowledge of WHS obligations and risk management practices.
- Demonstrated stakeholder engagement skills.

Desirable

- Understanding of Local Government operations and governance requirements.
- Experience using Council management systems and recreation management software.

Personal Skills and Behaviours

- Highly developed leadership and people management skills.
- Strong customer service focus and commitment to community outcomes.
- Demonstrated ability to build and maintain productive stakeholder relationships.
- Strong written and verbal communication skills.
- Effective negotiation and conflict resolution skills.
- Well-developed analytical and problem-solving abilities.
- Ability to exercise sound judgement and manage confidential matters appropriately.
- Strong time management and organisational skills.
- Ability to work independently while contributing positively to a team environment.
- Demonstrated commitment to continuous improvement and innovation.
- Commitment to Council's values, culture, and behavioural expectations.

Working Together

- Demonstrated commitment to team outcomes.
- Ability to contribute positively to organisational culture.
- Willingness to support colleagues and organisational priorities.
- Ability to work collaboratively across departments.

Excellence

- Strong organisational and time management skills.
- Ability to work autonomously and demonstrate initiative.
- Commitment to continuous improvement.
- Strong customer service focus.
- Ability to identify practical solutions and implement improvements.
- Commitment to delivering high-quality outcomes.

Our Culture

The Town of Gawler is committed to developing a positive, constructive organisational culture through effective leadership, collaboration, and continuous improvement. Employees are expected to contribute to a workplace that reflects our constructive culture and supports the achievement of Council's strategic objectives.

Our Values in Action

Our values guide how we work together, make decisions, and deliver services to our community. Every employee is expected to demonstrate the following behaviours.

Value	What this looks like
Teamwork	• We understand our roles, responsibilities and how we contribute to the team. • We seek feedback and participate in learning and development to strengthen our contribution to the team. • We work together to achieve shared goals. • We value different perspectives and recognise and celebrate the contributions of others.
Integrity	• We act honestly, ethically, and professionally in all interactions. • We maintain confidentiality regarding organisational, customer and colleague information. • We take responsibility for our actions and support a professional image of the Town of Gawler. • We are accountable for our decisions and follow through on our commitments.
Collaboration	• We build respectful relationships with colleagues, customers, and our community.

	• We identify customer needs and respond in a respectful, courteous, and professional manner. • We communicate openly and contribute constructively to decision making. • We work across teams and with our community to achieve positive outcomes.
Creativity	• We embrace new ways of working and continuous improvement. • We seek opportunities to improve services, processes, and outcomes. • We work with colleagues and managers to implement innovative solutions that improve outcomes.
Positivity	• We treat everyone with respect and kindness. • We encourage and support one another through change and challenges. • We create an inclusive, supportive, and welcoming workplace. • We contribute to a culture where people feel valued and success is recognised.

Corporate Obligations

Work Health and Safety

As a member of the Town of Gawler's team, you have the responsibility to take reasonable care to protect your health and safety, and the health of safety of others within your work environment (including your colleagues and, where appropriate, members of the public) whilst you are at work and/or working. More specifically, you are required to comply with your obligations under the *Work Health and Safety Act 2012* (SA) (WHS Act) and Council's Policies and Processes in relation to Work Health, Safety, Injury Management and Rehabilitation.

In accordance with Section 28 of the Work Health and Safety (WHS) Act 2012, while at work you must:

- take reasonable care of your own health and safety; and
- take reasonable care that your acts or omissions do not adversely affect the health and safety of other persons; and
- comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the Council; and
- cooperate with any reasonable policy or procedure of the Council.

As part of the Council's safety management system, all workers are required to:

- report any hazards, near misses, incidents, accidents, injury, or ill-health which arise during, or as a result of, their work.
- correctly use, and maintain, any clothing and equipment provided for the purposes of WHS.
- maintain their workplace in a tidy and safe condition.
- ensure that their safety, and that of others, is not affected by the consumption of alcohol or other drugs.
- not interfere with, remove or displace any safety devices, guards, or protective equipment unless it is part of an approved maintenance or repair procedure; and
- actively participate in consultation and consideration of all WHS issues that are pertinent to their workplace.

It is expected that all Council employees are fit for the inherent job requirements and physical demands of their appointed position and will remain so during the course of their employment, in

line with reasonable work, health and safety expectations.so during the course of their employment, in line with reasonable work, health and safety expectations.

Records Management

Ensure compliance and adequately manage corporate records created and received according to relevant policies, processes, and legislation.

Policies and Legislative Compliance

Maintain awareness and compliance with Part 4-Employee integrity and behaviour of the *Local Government Act 1999* and all Council policies, procedures, processes, and codes. Where applicable, ensure all work is undertaken within properly delegated authority, and is compliant with relevant legislation.

Variation and Review

The Council will review your Position Description as required for business or operational reasons. The Council may vary your Position Description following consultation with you. If your Position Description is varied, you and the Council will sign the amended Position Description to acknowledge its variation.

The incumbent will perform other duties as required.

Disclaimer

This Position Description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the job.

Acknowledgement of Incumbent

I have read the Position Description and acknowledge, understand, and accept the requirements and responsibilities of the position.			
Employee name:		(Signature)	(Date)
Supervisor name:		(Signature)	(Date)