

Success Profile

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# General Manager Operations

South East Leisure

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# General Manager Operations

- New executive role in an exciting new organisation
- Greenfields opportunity oversighting multiple venues
- Salary package circa \$150,000 – South East Location

South East Leisure Pty Ltd is a newly established company (est. 1 July 2021) formed to manage and operate the four major leisure facilities currently owned by Greater Dandenong City Council. South East Leisure will operate Dandenong Oasis, Noble Park Aquatic Centre, Springers Leisure Centre and Dandenong Stadium from 1 July 2022. The City of Greater Dandenong is the most culturally diverse community in Australia, with residents from 157 birth places and 64 per cent of its population born overseas. South East Leisure will have a significant contribution in supporting the community of Dandenong to achieve a healthy, active and safe lifestyle.

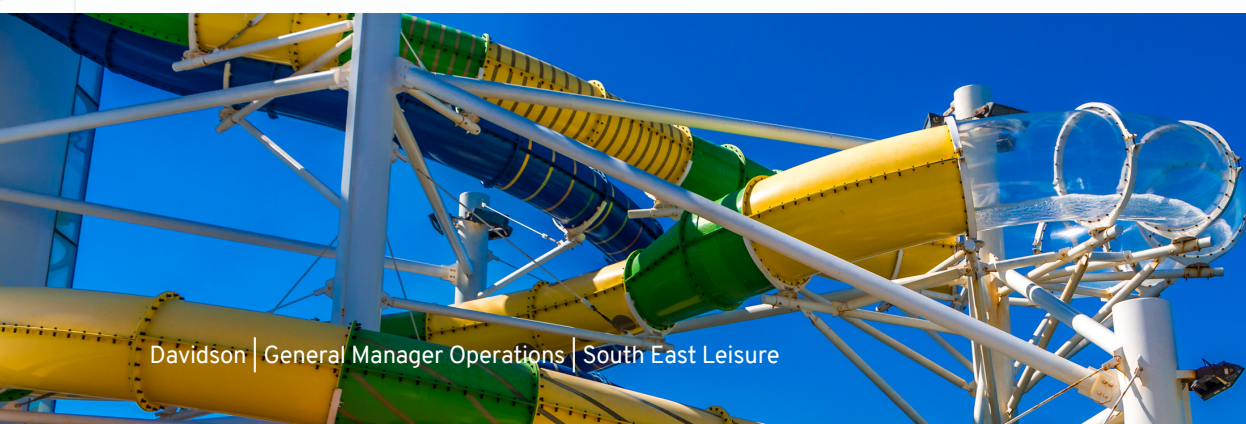
Reporting to the CEO and as a member of the executive leadership team, you will contribute towards organisational strategy with oversight of operational management. You will be responsible for overseeing the facilities portfolio ensuring the venues are operating to the highest of standards of safety and customer service. You will have a key focus on shaping, leading and driving a high-performance culture across the venue management, catering, health & wellness and operations teams. You will do this by striving to achieve high accountability to achieve performance indicators whilst at the same time encouraging a positive and engaged team culture. Another aspect key to your success will be your ability to build strong relationships with key stakeholders both internally and externally including industry groups and local community.

You are a highly regarded natural people leader with operational leadership experience in recreational, sporting or leisure facilities. You have a proven track record in building and developing high performance cultures within a team you have led and enjoy the ongoing challenge of driving positive change, transformation and continuous improvements. Importantly you pride yourself on your communication and facilitation skills which will both enable you to deliver on key projects across South East Leisure and for the local community.

If you are excited about the opportunity to improve the health and wellbeing of Australia's most multicultural and diverse local community, South East Leisure is an opportunity not to miss!

To apply, please click the 'apply now' button and upload your resume. For a confidential discussion, please contact Ashley Wilkes on 0401 298 395 or Aleisha Cajaglis on 0439 910 866 at Davidson Search & Advisory.

You will be required to complete a Working with Children's Check, First Aid and CPR certification.



# About South East Leisure

South East Leisure is a newly formed subsidiary company of the City of Greater Dandenong (est. 1 July 2021) with the responsibility to operate the City's four aquatic and/or leisure facilities from July 2022;

- Dandenong Oasis (Oasis)
- Noble Park Aquatic Centre (NPAC)
- Springers Leisure Centre (Springers)
- Dandenong Stadium.

## Our Purpose

Our Purpose is to improve community health and wellbeing outcomes through accessible, high quality leisure experiences.

## Our Vision

Our Vision is to be the destination of choice providing sustainable world class experiences that enhance the overall health and wellbeing of our community.

## Our Values

- Care – We care about our people, our actions and our outcomes.
- Open – We are honest, transparent and respectful in our actions.
- Fun – We work hard, we have fun and celebrate our success.
- Sustainable – We provide commercially and environmentally sustainable outcomes.

## Equal Opportunity

We support the provision of a work environment that is free from harassment, discrimination and bullying and refrain from engagement in any activities that may be offensive, humiliating, uncomfortable for; or derogatory towards; other staff or the community.





## Role Overview

**Title:** General Manager Operations

**Location:** Dandenong

**Reporting to:** Chief Executive Officer

**Department:** Corporate Services

**Supervises:** Facility Department Heads

**Budget Managed:**

- Oasis Operational Budget
- NPAC Operational Budget
- Springers Operations Budget

**Major Contacts:**

**Internal Liaisons**

- Executive Management Team
- Finance, Payroll and People & Culture
- Commercial, Marketing & Communications
- OH&S

**External Liaisons**

- Greater Dandenong City Council
- Facility Members and User Groups
- Life Saving Victoria
- Fitness Industry Organisations
- Sport and Recreation Victoria
- Industry Contracts and Suppliers
- Community Organisations and Schools



# The Opportunity

The General Manager Operations oversees the operational management, development and performance of the South East Leisure's portfolio of facilities, including the respective programs, services and day-to-day management of staff and resources.

The General Manager Operations provides strong leadership and ongoing development to the department heads, team leaders and frontline staff.

The General Manager Operations will lead the delivery of a range of industry leading aquatic and leisure programs and services to the community and ensure our facilities operate to the highest standards of safety and customer experience.

## Key Responsibilities and Specialist Skills

### Leadership

- Lead and manage the development, provision and continuous improvement of high quality aquatic and leisure programs and services, including staff recruitment and development.
- Provide exemplary operational leadership to the whole South East Leisure team to ensure a positive and strong staff culture with high levels of engagement and alignment to our purpose, vision and values.
- Manage interactions with stakeholders, favourably positioning South East Leisure's interests and taking a leading role in resolving issues and progressing market development activities.

### Operational Excellence

- The General Manager Operations will have sound industry experience and will have a proven track record of managing multiple aquatic and leisure/recreation facilities, stadiums and/or similar commercial ventures.
- High level of autonomy, within delegated levels to manage the day-to-day operations of the South East Leisure facilities. The position relies on the identification and analysis of options using experience and specialist industry knowledge to assess and solve problems and/or develop policy.
- Ensure the management and presentation of each facility is of the highest standard and that South East Leisure policies and procedures are implemented across all facilities and business units.
- Responsible for leading and managing the development of creative and innovative programs to facilitate market growth and development of the South East Leisure brand.
- Computing skills including Microsoft and industry specific software.

### Health and Safety

- Embed a culture of safety across South East Leisure's facility operations.
- Ensure safe work processes are established and adhered to and that staff are appropriately trained.



### Financial and Business Planning

- Accountable for the development of the facilities' operational budgets and business plans, with authority exercised daily.
- Manage and report on financial performance and forecasting, ensuring financial management objectives for all facilities are achieved.
- The position utilises well-developed planning, analytical and conceptual skills and operates in a commercial environment characterised by competing priorities, limited resources, and political sensitivities.
- Maintain a strategic overview of commercial competitors.

### Stakeholder Engagement and Management

- Demonstrated capacity to liaise, negotiate, influence, and gain co-operation and assistance from all employees, managers and the community.
- Sound ability to work collaboratively with a diverse stakeholder group and effectively develop and maintain internal and external networks.
- High level skills and experience in developing business and customer relationships with a focus on both commercial and community outcomes.



## Ideal Candidate

- The General Manager Operations will ideally have completed a tertiary qualification in either Sports Administration or Business/Management or equivalent.
- Extensive experience in managing multiple aquatic and leisure/recreation facilities, stadiums and/or similar commercial operations.
- Valid Working with Children's Check
- Current (or willing to obtain);
  - Pool Lifeguard
  - First Aid and CPR
- Demonstrated high-level leadership and management skills.
- Experience in engaging and leading teams.
- Experience in managing competing priorities and meeting tight deadlines.
- Experience in business management, particularly in the planning, development, and implementation of strategic plans.
- Demonstrated leadership and operational management experience in the provision of, aquatic and recreation services, including continuous improvement, human resources management and effective risk and OH&S management.
- High level financial management ability including the development of budgets, reporting and planning.
- Demonstrated capacity to re-engineer business processes and practices.
- Solid professional boundaries, ethics, integrity, and standards.





# Key Success Areas - What Does Success Look Like?

## Executive Collaboration

- Successfully leading the Operations Services function
- Contributing towards broader organisational strategic objectives and direction
- Successfully lead the effective transition to the new entity

## Leadership

- Built a multi-disciplinary team with the skills and expertise to deliver on organisational strategy.
- Leadership of a high performing and engaged team where people are clear on objectives and their contribution to the overall success of the organisation.
- Provide exemplary leadership to the whole South East Leisure team to ensure a positive and strong staff culture, while embedding a culture of safety across the organisation.

## Operational Delivery

- Implemented required systems, processes, and controls to deliver operationally in alignment of organisational strategy.
- Ensure the provision of services across the Operations Services function support the requirements of customers, community, and stakeholders.
- Provided effective oversight to ensure industry best practices are being applied in line with industry standards

## Stakeholder Management

- Built trusted, cohesive and production working relationships with the CEO, Executive Management team and across the organisation to deliver on organisation strategy.
- Liaise, negotiate, and influence external stakeholders including outsourced contractors, community partners, local government and key stakeholders



## For More Information

To apply for this role, upload a Resume and Cover Letter via [davidsonwp.com](https://davidsonwp.com) or for a confidential discussion please contact:



**Aleisha Cajaglis**  
**Associate Partner**

Mobile: 0439 910 866



**Ashley Wilkes**  
**Associate Partner**

Mobile: 0401 298 395

[davidsonwp.com](https://davidsonwp.com)

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