

Operations Director - Position Description

POSTION TITLE	Operations Director
DEPARTMENT / INDUSTRY	Recreation
AWARD / AGREEMENT	Fitness Industry Award 2020
CLASSIFICATION / GRADE	Level 7

About YMCA South Australia

“We work together from a base of Christian values to provide opportunities for all people to grow in body mind and spirit” (our mission).

YMCA South Australia is a not-for-profit community organisation that has served the South Australian community for 175 years. With approximately 1,200 employees (and growing), we deliver programs and services across the state in settings including community recreation centres, swimming pools, health and fitness facilities, community centres, camps, early education and schools and youth services.

Our aim is to develop the whole person, helping all South Australians connect with a better life. Not only their physical fitness and capabilities, but also their sense of identity, purpose, hope and dignity; psychological health; resilience; social connectedness; lifelong learning; and their own contribution back into the community. All the elements that together constitute a full, healthy, productive, and satisfying life.

Our vision is to see **“lives enriched through wellbeing”** in this wider, and more integrated, sense across all of the South Australian communities in which we work.

The Y Factor

YMCA South Australia’s culture is characterised by what we call “the Y Factor” – **“genuine care for the whole person, for every person.”** This ethos runs deep at the Y, being evident in our rich history of positive change around the world. This kind of authentic concern for others opens the opportunity for deeper and more profound impact – both on the community’s wellbeing and our own as staff and volunteers. The YMCA is an environment in which everyone is to be recognised and appreciated as the unique and inherently valuable person they are. A place in which every person can “grow in body, mind and spirit”.

For further information regarding YMCA South Australia, please visit www.sa.ymca.org.au.

Position Summary and Requirements

“As a member of staff at YMCA South Australia, this position requires you to work as part of a team committed to goals and mission that actively fosters community participation and involvement.”

The Parks Recreation & Sports Centre (The Parks) is owned by the Office for Recreation Sport & Racing and managed by YMCA South Australia. The Parks is a key community hub servicing the health and fitness needs of more than 1,400 members and 1,500 swim school enrolments with direct visitation more than 350,000 annually. The facility includes a health club, group fitness, functional training studio and Pilates studio, indoor pools, sauna, café, child minding facility and a multi-purpose 2 court sports stadium. The centre is also adjacent the Theatre and Performing Arts Centre that forms part of the operation and maintenance agreement with our contract partners – The Office for Recreation, Sport & Racing (ORSR). The Centre comprises a staff team of 100 who are passionate in supporting members to be healthier, happier and more connected to their community.

The Operations Director is responsible and accountable for technical aquatic operations, aquatic supervision, efficient and sustainable facility operation and delivery of the facilities asset management plan. A key people-leader, the Operations Director will manage and lead the Duty Manager & Lifeguard teams.

The Operations Director will be highly visible working closely with the Centre Manager and centre’s leadership team, user groups and key sports and educational organisations forming strong relationships for improved access and health outcomes.

The Operations Director will be an efficient, well organised and strong leader, demonstrating commitment to staff development and training. Emphasis on people leadership, culture building and motivation in a dynamic, challenging environment will require excellent communication and presentation skills.

Areas of accountability	Key duties
Operations	<ul style="list-style-type: none"> • Provide leadership and direction of assigned cross-functional staff teams. • Responsible for cleanliness, presentation, and upkeep of facility. • Roster areas of responsibility according to customer demand, program requirements, safety and within agreed budget performance. • Model, promote and encourage innovation and continuous improvement to grow and diversify programs and services. • Ensuring the Centre is supervised in a reliable, safe, professional, and friendly manner. • Compliance for the safe and effective delivery of the aquatics environment when benchmarked against the Guidelines for Safe Pool Operation (GSPO). • Coordinate all contractor inductions through SINE and review and update annually. • Forward plan maintenance requirements, equipment replacement and facility refurbishment work. • Deliver quarterly “in-house” staff training and organise annual evacuation training. • Organise all reactive maintenance requirements and report to the Centre Manager detailing maintenance undertaken. • Compliance and delivery of the Centre’s preventative maintenance plan and emergency response procedures. • Ensure the highest level of service is delivered and the expectations our contract partner is achieved. • Manage and monitor the performance of the cleaning subcontractors in compliance with the performance contract. • During times of lifeguarding, actively supervise the aquatic environment and proactively respond and educate patrons on supervision requirements. • Direct service responsibilities, as rostered. • Perform other duties as required and comply with reasonable directions.
People	<ul style="list-style-type: none"> • People management and culture – leads by example and promotes a culture that encourages the development of staff and volunteers through: <ul style="list-style-type: none"> ○ Succession planning, ○ Recognition, performance development, and, ○ Learning and development. • Recruit and on-board staff in compliance with YMCA’s recruitment and selection policy. • Coaches, mentors and inspires the work and performance of the Duty Manager & Lifeguard team through clear goals and performance expectations, appropriate delegation, ongoing professional development. • Take ownership of people and culture results and outcomes. Drive a high-performance team orientated culture. • Ensure team rosters are advised with a minimum of two (2) week notice period. • Take a lead role in staff relations, conflict resolution and dispute management.

Stakeholder Engagement	<ul style="list-style-type: none"> • Develop and maintain excellent relationships with the community, members, user groups and student families. • Diplomatically achieve and negotiate win-win situations for the community and the YMCA. • Collaborate with stakeholders to ensure maximum participation and utilisation of the Centre.
WH&S	<ul style="list-style-type: none"> • Promote a positive safety culture by contributing to health and safety consultation, communication, and action. • Immediately report (and where possible rectify) any issues / areas of risk that could compromise patron / staff safety. • Maintains currency of knowledge regarding WHS legislation and best practice. • Ensures organisational compliance with relevant WHS legislation and regulations, and compliance with related YMCA WHS and Incident policies, procedures, and work practices. • Provides strong and consistent leadership in the creation and maintenance of safe workplace environments across the facilities. • Consistently communicates that staff, volunteers, clients, and visitors are personally and collectively responsible for working and acting safely, including adhering to YMCA WH&S policies, procedures and practises.

Key Relationships

Reporting to:	Centre Manager
Direct Reports:	Duty Manager Lifeguard
Key Internal Relationships:	Head of Sport & Recreation YMCA South Australia staff and volunteers
Key External Relationships:	Maintenance & Cleaning Contractors State Sporting Associations and Peak Industry Bodies Community Groups Patrons and key stakeholders of YMCA South Australia Office for Recreation Sport & Racing Local Government Health Department

Selection Criteria

Qualifications and Licences – Essential

- Relevant Tertiary Qualification in recreation or equivalent.
- National Criminal History Records Check (NCHRC) (must be within 6 months of issue date).
- International police check (for applicants who have worked overseas in the last 5 years).
- DHS South Australian Employment Working with Children Check (WWCC).
- RRHAN-EC Masterclass – Responding to Risks of Harm, Abuse and Neglect – Education & Care.
- HLTAID009 Provide CPR.
- HLTAID011 Provide First Aid.
- SISSS00133 Pool Lifeguard.
- Pool Plant Operator certification.

Knowledge and Experience – Essential

- Minimum 2 years' experience within the aquatics industry.
- A strong and inspiring leader of people who will support teams to achieve YMCA Vision, Mission and Goals.
- Excellent interpersonal skills and highly developed communication skills.
- Assigns clear accountability and ensures continuous improvement.
- Research and investigation skills.
- Proven capability to build strong and positive relationships with key stakeholders, including consultation and engagement to maximise outcomes.
- Ability to maximise participation and financial return to the YMCA.
- Fosters a learning environment embracing diverse abilities and approaches.
- Ability to problem solve and create solutions.
- Experience in management of boutique wellness service offerings.

Personal Attributes

- Demonstrates a commitment to the YMCA's mission and can role-model the "Y Factor" to others.
- Creates a fun and exciting work atmosphere that is hardworking, and goal orientated.
- Demonstrated ability to work effectively both independently and as part of a team.
- Creates a welcoming atmosphere by engaging all people in a friendly and approachable manner.
- Works as part of a team and shows professionalism.
- Punctual in both attendance on shift and attendance at staff meetings.
- Promptly responds to customers' needs or concerns.
- Recognises and acts on the need for support and will accept and delegate responsibility when required.
- Models, demonstrates, and teaches positive values like caring, honesty, respect, and responsibility.
- Maintains high standards of presentation and personal grooming.

Safeguarding Children and Young People

For young people to be inspired, they must Feel Safe and Be Safe. As part of our Safeguarding Strategy at the Y, we have developed our Safeguarding Framework which aspires to ensure that all Children and Young People are safe and feel safe at the Y, in their families and in their communities.

Our Safeguarding Framework aims to develop:

- A safe culture nationally which empowers Children and Young People by promoting Children and Young Person focused leadership and governance.
- Safe operations to ensure Y People have the right policies, processes and practices to keep Children and Young People safe; and
- Safe environments at the Y and in communities which empower Children and Young People to thrive.

All Y People are integral to ensuring the implementation of our Safeguarding Framework across the Y. Y People in Direct Contact Roles will do this by:

- Upholding the rights of and always acting in the best interest of Children and Young People.
- Fulfilling your responsibilities under safeguarding legislation within your State, including declaring anything you become aware of through the course of your engagement with the Y which a reasonable person would consider could impede your suitability to have contact with Children and Young People.
- Supporting your colleagues, supervisors and/or direct reports to understand their responsibilities under safeguarding legislation.
- Participate in all required Safeguarding Children and Young People training for your role.
- Report any suspicions, concerns, allegations or disclosures of alleged child abuse or neglect in line with policies and procedures.
- Actively participate and contribute to continuous improvement of Safeguarding policies, procedures and practices.
- Maintaining appropriate vetting checks including, but not limited to, Working with Children Checks (or equivalent), National Police Check and International Police Check (as required).
- Support the facilitation of safe operations to ensure Y people have the right policies, processes, and practices to keep children and young people safe.
- Actively participate and contribute to continuous improvement of Safeguarding policies, procedures, and practices.
- Speaking up about any safeguarding risks and/or concerns to ensure that you are supporting the continuous improvement of our spaces and safeguarding practice.
- Complete appropriately detailed risk assessments to address any vulnerabilities to children and young people as required.
- Empower all children and Young People to have a voice particularly in matters that affect them.
- Actively educate, promote and advocate the protection and safety to all children and young people, families and their communities.

Work Health and Safety

You will be required to:

- Familiarise yourself with all policies, procedures, and work practices of YMCA South Australia.
- Maintain currency of knowledge in relation to work health and safety.
- Maintain a working knowledge and understanding of your centre’s Emergency Action Plan.
- Take responsibility for your own health and safety and the safety of the work environment.
- Ensure that your actions and omissions do not adversely affect the health and safety of other persons.
- Comply with all reasonable instructions in relation to work health and safety, including YMCA South Australia’s policies and procedures as amended from time to time.
- Assist YMCA South Australia to provide an inclusive workplace by adhering to YMCA South Australia’s Access and Inclusion Policy and applicable equal opportunity laws as amended from time to time.
- Inform your manager of any issues or concerns that may affect your ability to perform your role safely.
- Promote a positive safety culture by contributing to the health and safety consultation, communication, and action.
- Respond to plant and building emergencies and act as chief warden in an emergency evacuating the Centre if required.

Approval of Position Description

Date created or revised:	June 2026
Approved by:	Craig Hortin Head of Sport & Recreation

Acknowledgement of Incumbent

I acknowledge that I have read and understood the requirements of this position.

Name:	
Signature:	
Date:	