

Recreation Contracts & Performance Officer

Position Number:	P137017
Banding/Remuneration:	Band 6
Division/Branch:	Community Services/Recreation
Reports To:	Coordinator Sport & Recreation
Date Approved:	March 2026

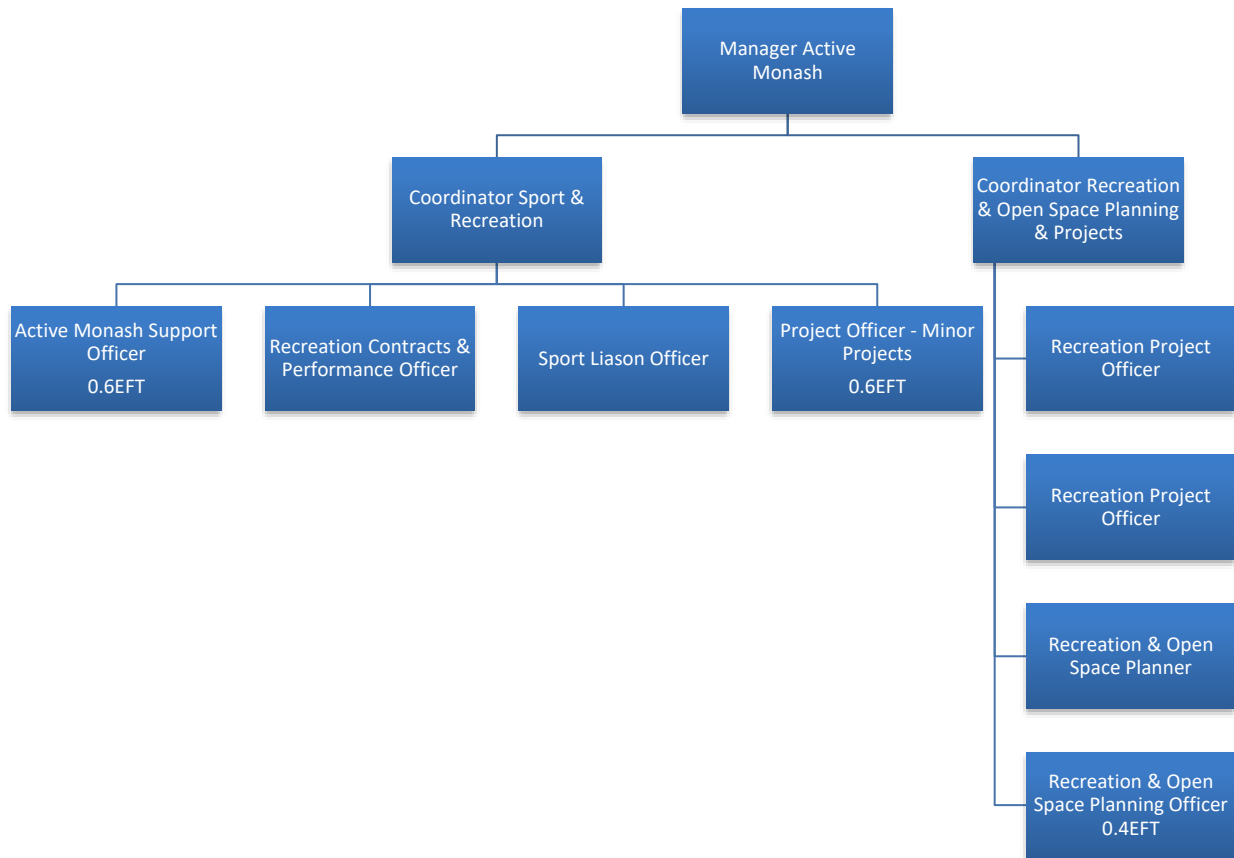
Position Objectives:

To manage manages the renewal, consultation, review and monitoring of recreation facility contracts and occupancy agreements within Active Monash.

The Recreation Contracts and Performance Officer will ensure Council:

- Creates and maintains strong relationships with contractor/s and key stakeholders to deliver on Council's key strategic directions detailed in the Council Plan, A Healthy and Resilient Monash: Integrated Plan and Active Monash plans and policies
- Proactively manages key recreation contracts associated with Council's recreation and leisure facilities, programs and Active Monash brand
- Achieves desired contract performance from contractor/s and associated levels of service (including service excellence, value for money and a high return on Council's investment)
- Provides adequate leadership support to the Coordinator Recreation Services in performance management, procurement and planning for Council's recreation facilities, programs and Active Monash brand

Team Structure:



Key Responsibility Areas:

Contract / Lease and Licencing Management

- To provide a high level of service, regular and clear communication to Council's Leasees and Contractors representing Council as the key contact for these stakeholders
- Maintain regular contact with leased sport and recreation clubs and their State Sporting Associations regarding relevant issues and establish positive working relationships with clubs and SSA representatives
- Coordinate and administer all reporting requirements for sport and recreation clubs in accordance with their occupancy agreements and Council policies
- Monitor and analysis this information and data to provide key insights and ensure compliance
- Facilitate and negotiate governance and/or management models, occupancy/tenancy/contact agreements with Contractor(s), leasees and key stakeholders that align with Council's key strategic directions, Active Monash Sports plans, and policies
- Ensure that contracts/occupancy agreements are managed in accordance with Council's policies and procedures, occupancy agreement conditions and specifications
- Work with the Contractor(s) to deliver innovation and continuous improvement in service delivery and productivity
- Monitor performance and manage non-compliance of key performance measures in accordance with the relevant contracts and occupancy agreements
- Ensure the Contractor/leases maintains all relevant documentation and record keeping and ensure that this is regularly reviewed

- Establish scorecards, processes and procedures, and ensure all relevant documentation and information relating to the Contractor's performance are monitored and maintained
- Provide support with any other additional contract, lease or licencing activities, as and when required

Active Monash Sports Club Framework

- Administer Council's Sports Club Framework annually and undertake the collection, collation and reporting of all Monash sporting clubs under mandatory and subsequent levels
- Work with sports clubs to ensure they are adequately supported to meet the mandatory level of the Framework
- Develop annually a program of Club Development opportunities available for committee members or equivalent to participate in
- Undertake review of the Framework every two years or as required

Administration Duties

- Prepare written material, progress reports, briefs and correspondence for stakeholders including external entities and senior management
- The collection, collation and reporting of various information regarding key performance indicators for major facility contracts and to provide support to service contractors in maintaining and enhancing their performance
- Review and keep accurate records using EDNA (TRIM) document management system
- Organising coherent, transparent and accountable administrative systems for contract management and projects. This may include the establishment of new systems to achieve effective contract management processes and accountability
- Responsible for achieving and maintaining efficiency and effectiveness in the management and operations of major facility contract management

Customer Service

- Provision of quality guidance and advice to a range of internal and external stakeholders
- Establish and maintain positive relationships with the Contractor(s), leasees and licencees and key stakeholders by being the main point of contact for recreation contractual matters
- Establish and maintain effective working relationships within the team, the division (Community Services) and across the organisation

Other Duties and requirements

- Providing immediate support to any critical issues regarding health and safety, risk and business continuity, and reporting to Coordinator Recreation Services & Manager Active Monash on
- Provide input into project design, strategies and policies that effect facility operations and management
- Providing recommendations to the Coordinator Recreation Services & Manager Active Monash on any contract, lease or licence variations including budget and continuous improvement initiatives
- Support Council's Sports Liaison Officer with the seasonal changeover process

Accountability and Extent of Authority:

- This position has the authority to act governed by policies, objectives, budget and under the direction of the Coordinator Recreation Services and Manager Active Monash. Advice provided by this position is relied upon for the success of Active Monash and organisational objectives, however is generally subject to review by more senior employees
- Accountable for providing specialist advice pertaining to recreation facility contract management

- Accountable for actively administering the management and maintenance of the contracts and tenders process
- Ensuring contracts, leases and licences are carried out in accordance with Council's policies and processes, and that all documentation complies with legislative requirements
- Ensuring all financial dealings associated with Council contracts are in accordance with the contract documentation and that service delivery and outcomes are delivered in accordance with specifications and stakeholder requirements

Judgement and Decision Making:

- Requires judgement to use confidentiality and discretion when dealing with sensitive enquires from the community
- Demonstrated ability to exercise sound problem-solving, initiation, and innovation skills to support and enhance contract, lease and licencing management practices
- Making decisions on design options, methods of solving problems, evaluation and balancing alternatives in devising practical and economic solutions to problems. Guidance is usually available within the organisation
- Problem solving involving the application of known and variety of techniques across a range issues
- Ability to exercise sound judgement and decision making in relation to methods and procedures used in preparing contract documentation and managing contracts/occupancy agreements

Specialist Knowledge and Skills:

- Demonstrated ability to develop and implement service level agreements, tender specifications and contracts, business plans, asset renewal programs, and manage associated performance of agreements
- An understanding of the principles of contract law and how this relates to service level agreements, externally contracted service units, and user licence agreements
- Ability to identify options and contribute to long term planning within the unit
- Ability to develop key performance indicators and closely manage leasing and licencing reporting requirements
- Understanding and commitment to the principals of continuous improvement within a policy, process, procedure or service context
- Understanding and knowledge of procurement, strong business acumen and commercial orientation
- Robust skills in Microsoft Office software including Word, Excel, PowerPoint and Access
- Ability to interpret legislation relating to contract management and occupancy agreement conditions and responsibilities including the Local Government Act, Competition and Consumer Act and Freedom of Information legislation
- Ability to make evidenced based/best practice recommendations in line with relevant legislation, policy and contract documentation

Management Skills:

- Demonstrated ability to manage time, set priorities and plan and organise one's work to achieve set and agreed performance objectives within resources available and within a set timeframe
- Ability to respond to contractor, clubs or customer enquiries and exercise discretion and provide accurate interpretation
- Ability to self-motivate, drive innovation and improve contract management, leases and licencing within Community Services
- Ability to manage systems for contract management and projects
- Effective in dealing with a variety of tasks concurrently

Interpersonal Skills:

- Demonstrated ability to work effectively in a team environment and contribute to team goals and objectives
- Excellent interpersonal and liaison skills to effectively develop and use collaborative working relationships with stakeholders at all levels both within the organisation and externally
- Proven ability to work with and gain co-operation from colleagues, both internally and externally, to problem solve, resolve conflict and achieve quality outcomes
- Verbal and written communication skills to enable effective and clear communication with internal and external stakeholders and service providers, with an ability to gain cooperation and deliver successful outcomes
- Willingness to share knowledge and build capability across the organisation
- Understanding business and interpersonal relationships as well as key drivers of these relationships
- Demonstrated ability to collate data from a variety of sources in order to prepare reports, presentations and recommendations for projects and contract-based issues

Qualifications and Experience:

- Previous experience in local government, recreation/leisure/sport or contract / property management.
- Demonstrated experience in the management of significant recreation/leisure facility contracts, leases and procurement processes
- Tertiary qualification with some experience or less formal qualifications with substantial experience in Recreation, Sports Management, Leisure Services, contract and/or property management
- Experience in the delivery of high-quality customer services and community outcomes within lease, licencing and contract management

Key Selection Criteria:

- Relevant tertiary qualification in either contract management, recreation/leisure management, property management or similar
- Demonstrated experience and highly developed skills in the area of contract and performance management of leisure and aquatic facilities, lease/licence management, and manage service levels, preferably within the recreation/leisure area
- Demonstrated ability to collate data from a variety of sources in order to prepare concise reports, presentations and recommendations for projects and contract-based issues
- Demonstrated knowledge of contemporary issues related to the recreation/leisure industry and more broadly Local Government e.g. understanding of the role of leisure facilities in delivering health outcomes
- Proven ability to problem solve and resolve complex complaints
- Ability to manage time, plan and prioritise work and meet deadlines and targets
- Demonstrated ability to deliver high quality customer service i.e. excellent interpersonal, oral and written communication
- Experience in the management of coherent, transparent and accountable administrative systems for contract management and projects; ability to meet project objectives within designated constraints; attention to detail and high level of follow-through; diligence in administration and record keeping; robust skills in Microsoft Office software including Word, Excel, PowerPoint and Access