

## POSITION DESCRIPTION

POSITION TITLE	Recreation Services Officer
DIRECTORATE - SECTION	Community Services/Recreation and Leisure Services
LEVEL - IA	6 - Salaried
RESPONSIBLE TO	Leisure Planning Project Manager

### OUR VISION

Connected Communities, Valuing Nature and Creating our Future Together.

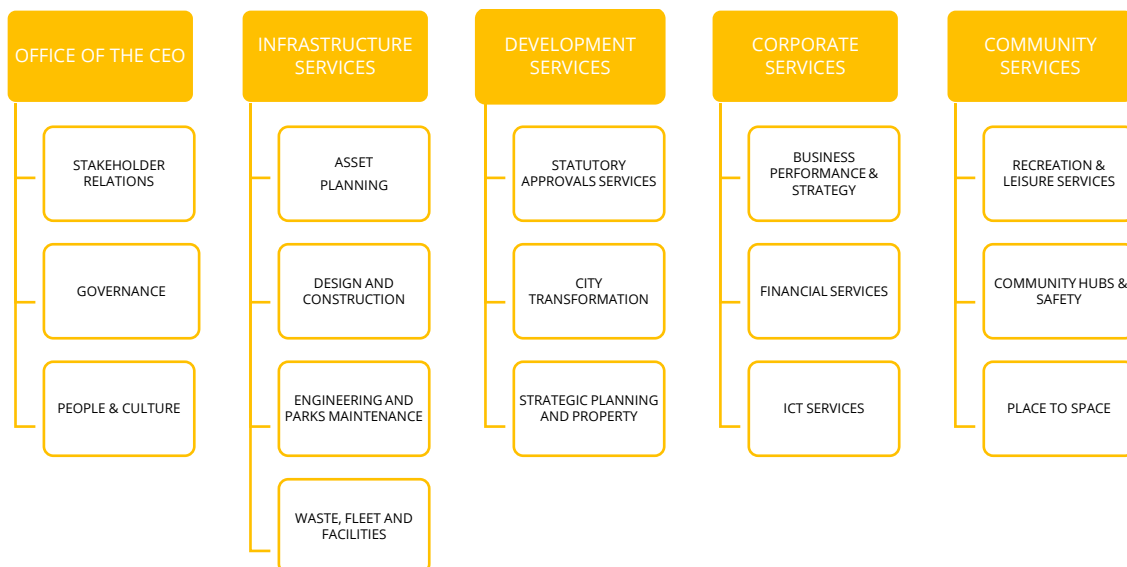
### OUR SIMPLE GUIDING PRINCIPLES

Ensure everything we do will make Kalamunda socially, environmentally and economically sustainable.

### OUR VALUES

- RESPECT** We treat everyone with dignity, fairness, and kindness—valuing diverse perspectives, listening with empathy, and fostering an inclusive environment where all voices are heard and appreciated.
- INTEGRITY** We act with honesty, transparency, and accountability—upholding ethical standards, taking responsibility for our actions, and consistently doing what is right, even when no one is watching.
- CARE** We build trust through empathy, honest feedback, and mutual support—creating a safe, respectful environment where people thrive and grow. We care enough to be candid, knowing that truth shared with compassion strengthens us all.
- HONESTY** We communicate truthfully and openly—building trust through transparency, owning our actions, and fostering a culture where integrity and authenticity guide every interaction.

### ORGANISATIONAL STRUCTURE & FUNCTIONS



## THE OVERALL OBJECTIVE OF THIS POSITION

Develop strong working relations and provide exceptional customer service to a network of local sporting and community groups and external / internal stakeholders primarily in relation to major projects, the booking and management of the City's major sporting reserves, Ray Owen Sports Centre Management Committee and Kalamunda Water Park management agreement. Develop and deliver sport and recreation projects and services in response to community needs such as the Clubs 4 Life program, Kidsport and the Community Funding Program.

## KEY RESULT AREAS

### COMMUNICATION / NEGOTIATION / CUSTOMER SERVICE

- Well-developed interpersonal, conflict resolution, facilitation skills to effectively manage a variety of internal and external stakeholders to develop strong working relationships.
- Well developed written skills with proven ability to research and analyse data to produce clear and concise reports for executive management level.
- Provide exceptional customer service to a network of local sporting clubs and community groups primarily in relation to reserve bookings, Ray Owen Sports Centre, community funding, Kala Sports Star funding, Kidsport and general recreation enquiries.

### RESERVE & FACILITY MANAGEMENT

- Coordinate and administer seasonal and casual reserve hire bookings in line with City policy and processes to ensure the fair and equitable allocation of sports space at the City's major sporting reserves.
- Develop and proactively manage various agreements with sporting clubs / users in consultation with internal stakeholders to effectively manage the City's major sporting reserves.
- Liaise closely with the City's Parks Team and sporting clubs regarding their planned and reactive maintenance schedules for active reserves to program seasonal usage and handover meetings with sporting clubs.
- Lead an annual review and make recommendations of the City's Fees and Charges for the recreation services Business Unit.
- Assist with the management of the Licence Agreements for the Ray Owen Sports Centre and Kalamunda Water Park, including stakeholder liaison with the Ray Owen Sports Centre Management Committee and Belgravia Leisure.
- Raise Internal Customer Service (ICS) requests and liaise internally across various stakeholders to ensure that customer requests are actioned in a timely manner.
- Proactively liaise with other internal departments and external organisations regarding recreation projects, programs/events, services to meet the needs of the community.
- Collaboratively work with the Property Services Team to guide the development and implementation of best practice leases and shared use agreements for clubs, local schools, and Department of Education at the City's major sporting reserves.
- Facilitate the Application to Undertake Improvement on Reserves process for sporting clubs seeking improvements in consultation with various internal and external stakeholders.

## **SPORTS AND CLUB DEVELOPMENT**

- Manage and budget for the City's Club Development program "Clubs 4 Life" to ensure the long term sustainability and build capacity within the City's sports and recreation clubs through providing them with professional advice, advocacy and guidance .
- Proactively develop strong positive working relationships with key sporting clubs, regarding all matters relating to sporting clubs including major projects.
- Develop and implement an annual plan for the "Clubs 4 Life" program (subject to budget availability) based on but not limited to:
  - review and research of current sport and recreation industry trends and best practice for club development;
  - a local club survey to evidence local club development needs;
  - evaluate Club Development initiatives and recreation programs and services
  - develop an annual budget and resource plan.
- Manage the Community Funding program for sport and recreation projects and Kalamunda Sports Star Awards in liaison with the Senior Leisure Planning Officer.
- Manage the Agreement between State Government and the City of Kalamunda for the processing of Kidsport applications
- Proactively develop and maintain strong communication networks and sound professional relationships with sporting organisations, community clubs / groups, funding bodies and other stakeholders.
- Review, maintain and update the Clubs Hub website on a monthly basis and develop the Clubs 4 Life E-news on a quarterly basis.
- Research, develop, review and implement relevant City policies and framework to guide the provision of recreation programs, major sporting reserves and services.
- Identify, prepare and apply for potential funding opportunities to complement recreational programs and services as per the annual service plan.

## **COMMUNITY INFRASTRUCTURE PROJECTS**

- Manage key stakeholder relations to aid in the planning and delivery of Capital Works Projects related to sport and recreation, including being involved in club communications and internal working groups.
- Proactively engage and communicate with sporting clubs across the City's major reserves and act as the key liaison point to connect clubs with various City business units, in consultation with various Project Managers.
- Maintain and develop a knowledge and understanding of strategic and contemporary sport, leisure and recreation issues, trends, practices and implications for Local Government and the community including Reserve Master Planning and managing capital projects from clubs.
- Develop detailed funding applications for community infrastructure and grant reporting and acquittal tasks.

- Inform and assist with the City's Community Infrastructure Strategy as requested by the Leisure Planning Project Manager.

### **ADMINISTRATION SUPPORT**

- Manage the processing of all invoices related to reserve bookings, sports lighting, funding programs and Kostera Oval shared use agreement including undertaking an annual reconciliation in line with usage and annual budgets.
- Prepare agenda and minutes for the Ray Owen Sports Centre Management Committee, Kalamunda Water Park licence Agreement and assist in developing reports for Council or Executive Management.
- Manage a database of sport and recreation contacts and participation database through liaise with local sporting clubs, ActiveXchange and State Sporting Associations.
- Lead a high standard of administration to the Recreation and Leisure Team by ensuring all records, databases and documentation are accurately produced and included in the central record system.
- Monitor budget allocations and submit requests for recreational services as required.
- Perform other duties as required.

### **WORKPLACE HEALTH AND SAFETY**

- Employees must take reasonable care for their own health and safety and that of others who may be affected by their actions or omissions.
- Comply, so far as they are reasonably able, with any reasonable instruction given by the City to allow the City to comply with WHS laws.
- Cooperate with any reasonable policy or procedure of the City relating to health or safety at the workplace.

### **WORKPLACE COMPETENCY**

Uphold the City's values of Respect, Integrity, Care and Honesty, and demonstrate behaviours that reflect the organisations values, supports cross functional teams and meets customer and organisational needs.

### **TRAINING/QUALIFICATION(S)**

- Tertiary qualifications (or progress towards) in sport, recreation or leisure or equivalent experience.
- Experience in and/or understanding of sporting reserve bookings and management processes and practices
- Experience in and/or understanding of in the provision of sporting club engagement on capital projects and Clubs Development initiatives (minimum 2 years).
- Well-developed negotiation, diplomacy, verbal and written communication and interpersonal skills.
- Well developed skills in maintaining and fostering positive relationships, communication processes with internal and external stakeholders, particularly local sporting clubs.

- Demonstrated administration experience, including administering programs, compiling reports, agendas, minutes and business correspondence.
- Demonstrated experience in the delivery of best practice customer service.
- Strong knowledge and understanding of sport & recreation industry trends including current trends, funding opportunities and issues.
- Developed ability to prioritise and work in a timely manner to achieve outcomes. Experience in using booking systems such as Envibe, SpacetoCo and/or Centreman.
- Knowledge of Local Government structures and operations.

## SELECTION CRITERIA

1. Tertiary qualifications (or progress towards) in sport, recreation or leisure or equivalent experience.
2. Experience and/or understanding of the Sport and Recreation industry including in the development and implementation of sport and recreation programs, projects, initiatives and/or services.
3. Well developed communication, time management and organisational skills with proven ability to effectively engage with stakeholders and prioritise multiple tasks to meet deadlines and required outcomes.
4. Ability to provide administration support including the preparation of meeting agendas and minutes.
5. Well developed computer literacy skills and use of programs such as Microsoft word, powerpoint, excel etc.
6. Experience and/or understanding of facility booking systems such as Envibe, SpacetoCo and/or Centreman.
7. Sound written skills with proven ability to undertake research and analyse data to produce to produce clear and concise reports.
8. Demonstrated experience in the delivery of best practice customer service.

## DIVERSITY

The City of Kalamunda is committed to and values the advantages and benefits that equity, diversity, and inclusion (EDI) brings to all its staff. The City seeks to integrate the principles of EDI throughout the organisation, to enrich our perspective, improve performance, increase community value, and enhance the probability of achievement of our goals and objectives.

## DRIVERS LICENCE

1. Possession of a current 'C-A' (Automatic) or 'C' (Manual) class driver's licence allowing the holder to drive legally in Western Australia.

## AGILITY

This position description reflects the City's requirements at a point in time and is subject to change. The City may modify this position description at any time, provided the skills, qualifications, competence and training remains within a reasonable range of the original position.

---

REVIEWED BY: Leisure Planning Project Manager  
DATE PD REVIEWED/APPROVED: 19 May 2026

---