



**CITY OF  
PARRAMATTA**

**Aquatics and  
Wellness Manager  
(Parramatta  
Aquatic Centre)**

City of Parramatta

**SPORTSPEOPLE**  
RECRUITMENT





- **2 year old, award winning state-of-the art leisure centre**
- **Lead the facility, business operations and programs**
- **Opportunity to manage a portfolio of centres**

## About the Parramatta Aquatic Centre

Parramatta is situated 24 kilometres west of Sydney's CBD at the heart of the Greater Sydney Metropolitan Region and is the sixth largest CBD in Australia and the economic capital of Western Sydney, one of Australia's fastest growing regions. The City of Parramatta is going through unprecedented change and transformation as it becomes Sydney's Central City.

Parramatta Aquatic Centre (PAC), a \$88.6 million state-of-the-art centre, opened in September 2023 delivering an all-year-round aquatic and wellness experience with forecast visitation of 1 million visitors per annum, featuring:

- 50m, 10-lane heated outdoor pool with seating
- 25m, 8-lane heated indoor recreational pool
- dedicated, heated indoor Learn to Swim pool
- indoor all-abilities water playground
- spa and sauna facilities
- fitness centre, including a modern gym and program rooms
- multipurpose community rooms and consultant rooms
- A café with indoor and outdoor casual seating

Council's aspirations for PAC require a strong focus on customer experience, maximising visitation across population groups and mobilising all of Council to work in service of the community and commercial outcomes.

PAC has received numerous awards including the 2025 Royal Life Saving 'Aquatic Centre of the Year', 2024 Aquatic & Recreation Institute NSW 'Facility of the Year', as well as nine national and international award wins for architecture and design.

*"We're looking for an experienced operator to lead the PAC team with a focus on business operations and growth, safety and community experience"*

**David Moutou, Group Manager Social & Community Services**



# Aquatics and Wellness Manager

Reporting to the Group Manager Social and Community Services, the Aquatics and Wellness Manager will be responsible for managing the Parramatta Aquatic Centre facility and programs.

The role will be responsible for the management of the centre, contributing to the health and wellbeing of the community through the management of aquatic, health and wellbeing facilities, including gyms, learn to swim, squads, ancillary services and programs. The role's primary objective will be to achieve the visitation and financial targets through managing the work and activities of staff, contractors and partners to consistently achieve targets in Council's Delivery Program and Operational Plan.

In addition, the role will oversee the development of an integrated aquatic, health and wellbeing centre portfolio, leading and managing all of Council's direct service aquatic centres and services, as well as risk and contract management for outsourced services such as the Lake Parramatta swimming area.

To be considered for this role you will be a dynamic leader with extensive experience in large scale aquatic, health and fitness centres and the management of community programs, including strategy, policy and program development. You will have a strong track record in managing aquatic and swim school operations, associated technology, sales and marketing, and asset, compliance, risk and safety management, whilst successfully delivering against strategic objectives and driving business development.

Strong people leadership skills are essential, with experience leading large teams (160+), fostering a positive team culture, and proactively managing staff performance and behaviour. You will need to engage and develop positive relationships with a broad and complex range of stakeholders, including patrons, members, staff, Council and senior Council Executives. You will also have demonstrated success in business planning and operations, including budget and project management, whilst inspiring a customer service and safety focussed culture.

This is an incredible opportunity to lead a state-of-the-art facility that is already setting industry benchmarks and play a key role in driving its continued success for the community.





# Key Responsibilities

- Provide efficient management and effective operation of the aquatic, health and wellbeing service's facilities, assets, human resources, bookings and services to deliver the strategic objectives of Council's Delivery Program and Operational Plan.
  - Develop, deliver and maintain a business and operating plan for Council's aquatic, health and wellbeing facilities with consideration to all aspects of operation, including vision, mission, pricing, financial performance, risk management, programs and services, customer service, community need, business development, contract management, marketing, sales and facility management.
  - Oversee all aspects of facility quality assurance, including policy and procedures, compliance, FF&E procurement and implementation, staff recruitment and training, program development.
  - Manage the relationship between Council, community and industry stakeholders relating to the provision of aquatic, health and wellbeing facilities, services and programs to ensure community needs and expectations are met in an environment of increasing population and density.
  - Prepare and manage the budget for the service unit, in accordance with Council's annual budget development and reporting cycle, including responsibility for relevant fees and charges.
  - Coordinate the investigation, establishment and maintenance of partnerships with the community, education, private and government sectors to sponsor and develop recreation programs and opportunities in the local government area, including ongoing administration of grant and funding applications.
  - Manage the implementation of Council resolutions and other decisions relevant to aquatic, health and well-being services.
  - Work closely with other teams and business units within Council to ensure all services and activities are consistent with, and compliment Council's overall approach to aquatics, recreation, social sustainability and increasing participation towards community and individual wellbeing.
  - Ensure strong technical (e.g. project, operational, financial and contract management) skills are developed, adopted and practised at all times by staff within the team.
  - Coordinate the preparation of contract and tender specifications, evaluation of tender and contract documents, performance review and reporting on service delivery by external contractors.
  - Provide strategic advice and expertise in the areas of aquatic safety, health and wellbeing, programming, facility management and other areas of operational responsibility, including aquatic activities within parks and reserves managed by Council
  - Ensure the Aquatic service unit maintains a key focus on community consultation, customer service delivery excellence and complaints resolution with both internal and external stakeholders.
  - Lead, motivate, develop and manage staff toward a positive, engaged, inclusive workplace culture in accordance with Council's values of teamwork, customer focus, integrity and innovation, and consistent with Council's policies and systems.
  - Evaluate and monitor the team's performance and culture to ensure services provided are meeting standards, expectations and commitments.
  - Ensure adherence to corporate standards relating to correspondence, relevant legislation, regulations, professional standards, Council policies and customer service.
  - Represent the Service Unit at Council meetings, community and stakeholder meetings and public forums as required.
  - Exercise due diligence, including implementing risk management programs, and ensuring that probity and ethical practice is maintained at all times.
  - Act in other management positions within the Community and Culture Directorate as required.
  - Actively participate in the Community and Culture Directorate leadership team and its forums.
  - Ensure to take reasonable care for the health and safety of yourself, staff, visitors, contractors and volunteers whilst at work, and cooperate with Council to comply with all WHS legislative obligations.
  - Ensure facilities are compliant with NSW Health, Practice Note 15 on Water Safety and Royal Life GSPO, National Fitness Industry Code of Practice and other relevant safety guidelines in aquatics, and health and fitness industry
  - Model respectful behaviours including respect for cultural diversity and encourage staff to work together to generate creative and innovative ideas.
  - Exchange information and advice and consult with staff at all levels to achieve a consistent approach to projects and programs and to coordinate teamwork to achieve agreed outcomes.
  - Report to senior management and Council in accordance with regular reporting cycles or as requested.
  - Oversee the review of existing, and development of new, programs, projects and services in accordance with the specific needs of local populations and visitors both physically and on-line.
  - Ensure safe work practices are adopted in the work area and contribute to the development and maintenance of work method statements.
- 

## Key Responsibilities continued

- Report injuries, accidents, incidents and near misses in the work area and on the corrective actions taken to prevent reoccurrence.
- Do not intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety or welfare.
- Ensure EEO, the principles for a culturally diverse society, and Council policies are complied with at all times.
- Contribute to improved customer service and organisational effectiveness, by acting ethically, honestly and with fairness.

## Hours of Work

This is a permanent full time position 35 hours per week. Given the unique nature of the recreation industry, flexibility to work outside of office hours, including early mornings, evenings, weekends and public holidays, may be required from time to time to meet operational needs of the centre.

## Location

The Parramatta Aquatic Centre is located within the southern domain of the May's Hill precinct of Parramatta Park. It is bordered by Park Parade to the north, and Parramatta High School to the south.

Whilst hybrid working is supported, there is an expectation this role will be on-site 4 days per week.

## Remuneration Guide

An attractive and competitive remuneration package (Grade 18) starting from \$153,911 to \$163,205 per annum plus superannuation will be available to the successful candidate, negotiable depending upon skill level and experiences. At the time of applying, candidates are invited to indicate their current salary and salary expectations.

Candidates are invited to call Sportspeople Recruitment to discuss salary before applying if that will be helpful in your decision making.

## Website & Social Media

For more information and news items on all facets of activities, services and programs, visit:

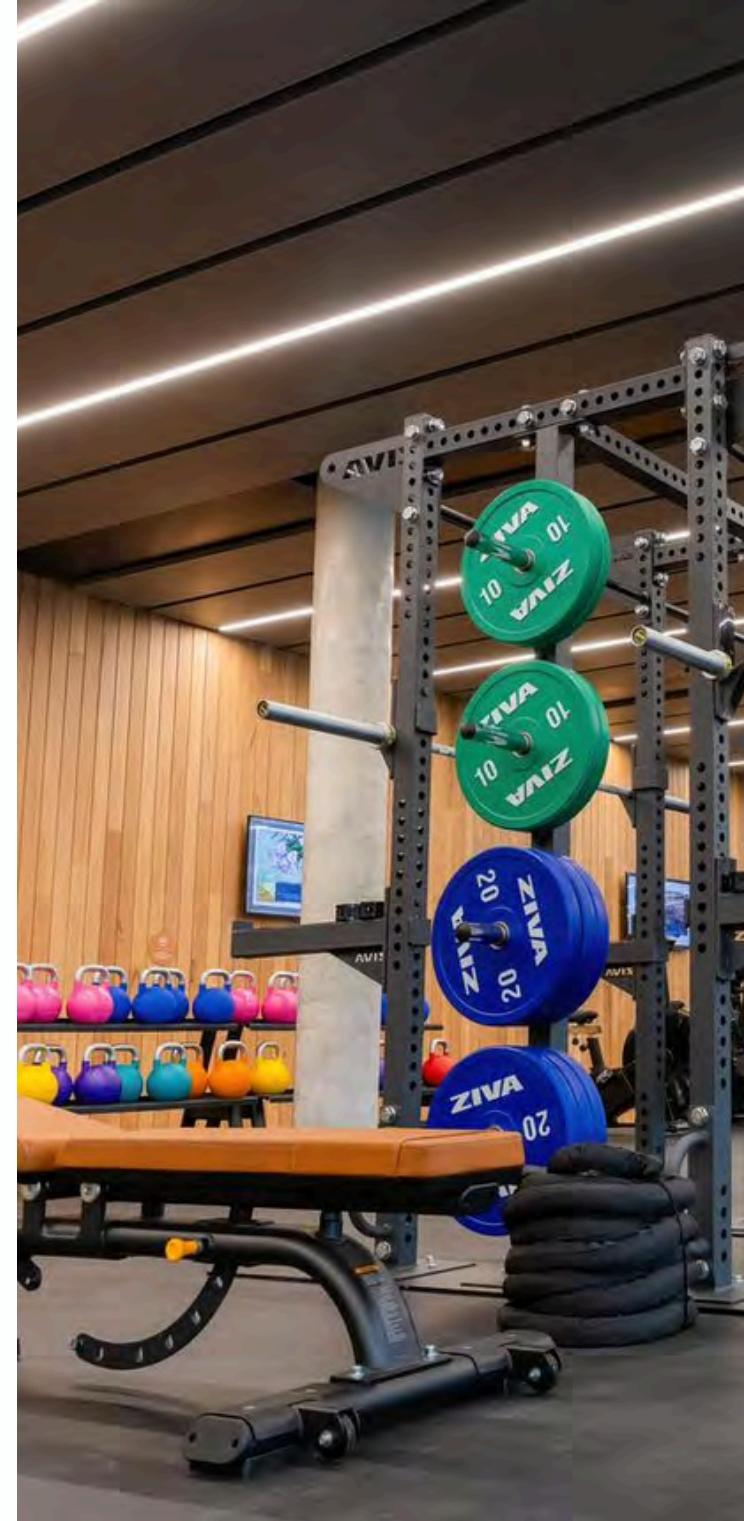
Website: [cityofparramatta.nsw.gov.au/the-pac](https://cityofparramatta.nsw.gov.au/the-pac)

Facebook: [facebook.com/parramattaaquaticcentre](https://facebook.com/parramattaaquaticcentre)

Instagram: [instagram.com/parramattaaquaticcentre](https://instagram.com/parramattaaquaticcentre)

City Facebook: [facebook.com/cityofparramatta](https://facebook.com/cityofparramatta)

City Instagram: [instagram.com/cityofparramatta](https://instagram.com/cityofparramatta)



# Selection Criteria

In addition to demonstrating **relevant experience across the core functional areas of responsibility identified in this Position Overview**, candidates applying for this role will require a range of personal and professional skills, including:

## Qualifications

- Appropriate tertiary qualifications in recreation, business or a related discipline and/or significant equivalent industry experience in recreational facility management, preferably with aquatics.
- Current First Aid and CPR Certificate.
- Class C Driver's licence.

## Essential Criteria

- Extensive experience in aquatic, health and fitness centres and the management of community programs, including strategy, policy and program development.
- Extensive experience in managing aquatics operations, associated technology, sales and marketing, and asset, compliance, risk and safety management.
- Demonstrated experience in managing the needs of a diverse range of stakeholders.
- Demonstrated ability to recruit, lead, motivate, develop and manage a team and its functions to achieve articulated community outcomes and commitments.
- Demonstrated ability to work independently and within a team, displaying appropriate judgement, flexibility, organisational awareness, problem solving and decision-making skills.
- Specialist skills and experience in business planning and management, project management, contract management, and the ability to work under pressure and meet deadlines.

## Skills

- Knowledge of legislative and regulatory framework relevant to the work of the service area, including related sections of the Local Government Act, Practice Note 15 on Water Safety, Royal Life GSPO, networks, agencies and practices, funding sources, and current issues in the aquatics, health and fitness community facilities sectors.
- Proven ability and experience in delivering high quality customer experience, in dealing with difficult Centre Users and handling emergencies.
- Well-developed financial and budget management skills.
- Knowledge of asset and risk management systems.
- Demonstrated ability to manage change including the development of new work practices in response to Council, community and industry needs and trends.
- High-level communication, negotiation, report writing, advocacy, relationship and people management skills.
- High-level stakeholder engagement and consultation skills.
- Sound knowledge of employment relations principles and practices.
- Ability to prioritise and work under pressure in a political environment.
- Promotional, marketing and public relations skills.

## Residency and Immigration

Candidates must be an Australian or New Zealand citizen / permanent resident or have unlimited working rights in Australia to be considered for this position.

## Desirable Criteria

- Experience managing facilities with more than 750K visitations annually.
- Demonstrated experience in Asset Based Community Development and/or community capacity building.
- Experience of working with the Primary Health and Local Health Networks.
- Understanding and applied knowledge in the principles of social prescribing, social sustainability, systems thinking and social role valorisation.
- Demonstrated understanding of the complexity of Local Government, in particular the social, political and legal frameworks within which it operates.
- Aquatic Technical Operations certification.

This position requires the preferred candidate to undertake a Pre-Employment Medical Check, which also includes a Drug and Alcohol test. Employees may be subject to random testing to ensure a Drug and Alcohol-free working environment.

## Child Safety

Council prioritises the safety and wellbeing of children and young people and are committed to implementing child safe practices to create an environment where children feel safe and included. Candidates are screened to ensure their suitability to work with children, this includes conducting a *National Police/Criminal History Records Check, Paid Working with Children Check*, and through reference checks. The child safety policy is explained in Council's [Child Safe Commitment Statement](#).

As this is a child-related position, prohibited persons as defined under the NSW Child Protection Act are not eligible to apply.



## Please apply now to avoid missing out!

Please note Sportspeople Recruitment will commence screening and interviewing for this role immediately.

**If you are intending to apply, please do so now. We reserve the right to close the role as soon as sufficient merit applications are received.**

**Applications close:** 5pm Wednesday 22 October, 2025

Candidates must complete and submit the COMPULSORY **Sportspeople Recruitment Application Form** at the time of applying. The form is available as a download at the Sportspeople Recruitment website listing for this role and contains questions against which we require your specific response prior to considering your application.

Sportspeople Recruitment prefers a 1-2 page letter of introduction and an accompanying CV of no more than 6 pages, merged into the Application Form as one MS Word file.

## Apply Now to

Your application should be sent electronically via the "apply now" link at the advertisement via [sportspeoplerecruitment.com/jobs](https://sportspeoplerecruitment.com/jobs)

## Enquiries

In the first instance general enquiries should be directed to **Scott Oakhill** on **0408 258 337** or **FREECALL AU 1800 634 388** or or **+61 2 9555 5000** or via [admin@sportspeoplerecruitment.com](mailto:admin@sportspeoplerecruitment.com).

## About Sportspeople Recruitment

The Aquatics and Wellness Manager, City of Parramatta search and recruitment process is being managed exclusively by **Sportspeople Recruitment**.

Sportspeople Recruitment is a leading executive search and recruitment firm servicing sport business. Celebrating 29 years in 2025 our curated Talent Network has been developed as a result of successfully filling thousands of roles across the A-Z of sport business employers.

We offer the most experienced Consultant team in the market available to assist with executive search, general recruitment, hiring strategy, remuneration planning and executive/Board advice.

We are delighted to have been appointed by City of Parramatta as the exclusive search partner for the Aquatics and Wellness Manager position.

**Australian owned - globally connected - since 1996**

**SPORTSPEOPLE**  
RECRUITMENT



**PARRAMATTA**  
**AQUATIC CENTRE**

## Merit Recruitment

Don't meet every single requirement? Studies have shown women and minority groups are less likely to apply for jobs unless they meet every single qualification. **Sportspeople Recruitment has a reputation as a leader in merit recruitment.** Everything we do has a focus on presenting the best candidates to our client Employer whilst maintaining a commitment to do what we can to address the imbalance of under-represented groups in leadership positions.

If you believe you have what it takes to perform this job but don't tick off every single qualification and experience we've listed, we encourage you to focus on the strengths, experience, qualifications and soft-skills you do have as the reasons you should apply. Believe in yourself and if still in doubt call our Consultant for a quick chat or simply apply. Without an application we can't consider you and we'll never consider your application a waste of our time.

*Inclusion, Diversity and belonging lies at the heart recruitment at the City of Parramatta. Council continues to commit to creating a diverse and inclusive workplace and hires great people with a wide variety of skills, experiences, and backgrounds. We invite candidates of all ages, people with disability, Aboriginal and Torres Strait Islander Peoples, women, ADF veterans, LGBTQIA+ and other culturally diverse groups, and are committed to making reasonable adjustments to provide a positive, barrier-free recruitment process and supportive workplace.*





# PARRAMATTA AQUATIC CENTRE

