



# Manager - Aquatic Services

Maranoa Regional  
Council

**SPORTSPEOPLE**  
RECRUITMENT



- **Brand new, state-of-the art leisure centre**
- **Lead the business readiness and operational planning**
- **Oversee a portfolio of aquatic facilities**

## About Maranoa Regional Council

At the crossroads of major transport routes and located approximately 500 kms west of Brisbane, the thriving Maranoa region is renowned for its prosperous rural lifestyle and friendly communities. The region itself has a population of around 13,000, but services a broader population of nearly 30,000 across South West Queensland.

The region offers numerous recreational activities, including a variety of sporting clubs, bushwalking, trailbike and 4WD tracks, fishing, historical buildings, art galleries & museums, shopping centres and cafes. Roma is also home to The Big Rig Exhibition and eight annual Racing Carnivals including the Roma Cup. Schools, TAFE, a Country University Centre and a modern hospital also service the area. Brisbane to Roma is a 1 hour flight (3x daily), and Toowoomba (the closest major city) is a four hour drive east. The area is also serviced by long distance trains and buses.

## About the Denise Spencer Aquatic Centre

The \$29.2 million redevelopment of the Denise Spencer Aquatic Centre commenced in April 2025, delivering a brand new, inclusive aquatic facility for the Maranoa community that features:

- An 8-lane, 50-metre outdoor pool with grandstand seating
- A 25-metre indoor program and lap pool
- A 10-metre twin waterslide
- A zero-depth splash pad, toddler pool, and junior water play area
- A new entry building, incorporating a kiosk, multipurpose room, and fully accessible amenities

Set to open late 2026, this project represents a once-in-a-generation investment in local recreation and community wellbeing.

Other Council owned aquatic facilities (currently managed by external contractors) include:

- Mitchell War Memorial Swimming Pool - 25 metre pool & kids water park.
- Mitchell Spa - Includes two spa pools, a free community gym, information centre and café.
- Surat Swimming Pool - 25 metre pool, toddler pool & splash pad.
- Injune Swimming Pool - 25 metre pool & Wading Pool.
- Wallumbilla Pool - 25 metre pool & kids play area.
- Yuleba Water Play Park.





# Manager - Aquatic Services

Reporting to the Director Corporate Services, the Manager - Aquatic Services will lead the successful operation and development of Maranoa Regional Council's aquatic facilities - with a primary focus on the Denise Spencer Aquatic Centre - to deliver safe, high-quality aquatic experiences, strong community outcomes and sustainable business performance.

In the initial establishment phase, the position is responsible for leading the business readiness and operational planning for the set-up of the Denise Spencer Aquatic Centre so it is safe, compliant and ready for opening. This includes working with the capital works team on its construction, commissioning and handover as well as development and implementation of a range of strategies, plans, policies and programs. The role will design the staffing structure before recruiting and leading a multi-disciplinary team with a safety-first culture.

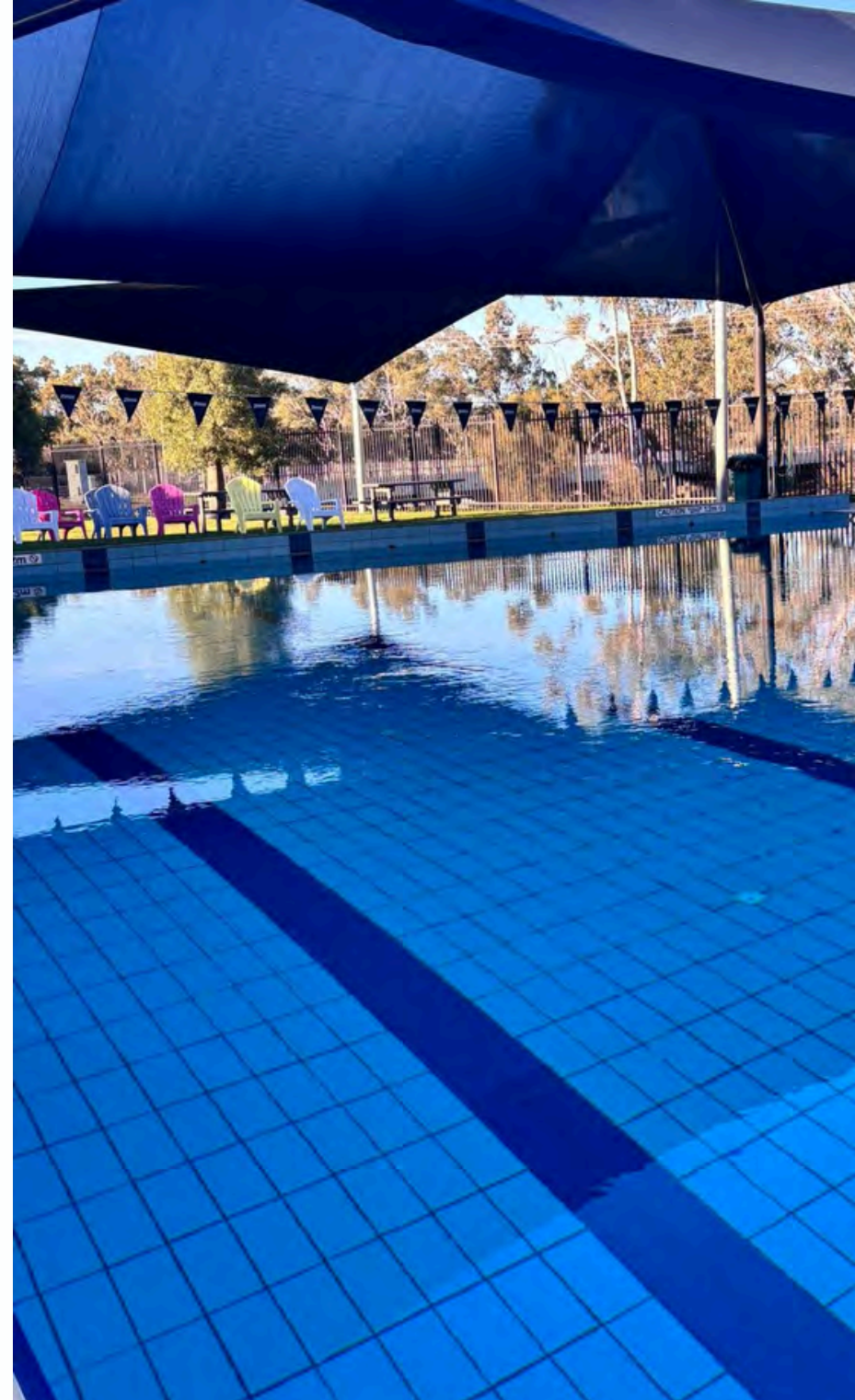
Once the aquatic centre is operational, the role will be responsible for the management of the facility, contributing to the health and wellbeing of the community through the management of aquatic services and programs whilst overseeing water quality and compliance.

The role will also provide professional oversight of the safe operation of Council's outlying local pools, water play parks and the Mitchell Spa, including contractor performance.

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

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 establish a brand new state-of-the art facility and drive the success of this once-in-a-generation project for the benefit of a vibrant regional community.



# Key Responsibilities

## Initial establishment - Denise Spencer Aquatic Centre

- Lead and manage the operational set-up and readiness of the Aquatic Centre so the facility is safe, compliant, functional and ready for public use by its intended opening.
- Establish the core operational systems, procedures and documentation required for aquatic operations, including pool safety and supervision plans, key SOPs for pool plant and water quality management, emergency response and customer service, and associated checklists and logs.
- Design the initial staffing model and roster framework, and support the recruitment, induction and training of staff so required qualifications, supervision ratios and Royal Life Saving Society Australia (RLSSA) Guidelines for Safe Pool Operation (GSPO) requirements are met from opening.
- Work with the project and facility teams, along with specialist contractors, to verify water quality, plant performance and safety systems as part of pre-opening readiness checks.
- Embed a clear safety and customer-focused culture from commencement, ensuring lessons from early operations inform ongoing procedures and improvements.

## Strategic & Business Management - Denise Spencer Aquatic Centre

- Develop and implement annual business and marketing plans for the Aquatic Centre, aligned with Council's Corporate Plan and budget.
- Drive attendance growth, program participation and revenue, while ensuring affordability and equitable access for the Maranoa community.
- Monitor financial performance (revenue, expenditure, cost recovery) and recommend strategies to improve sustainability (pricing, membership structures, programs, partnerships).

- Provide input into long-term asset management and capital works planning for the aquatic network, including proposals for renewal, expansion or enhancement.
- Prepare high-quality reports for the Director and Council on aquatic services performance, trends, risks and improvement priorities.

## Operational Management & Water Quality - Denise Spencer Aquatic Centre

- Ensure all pools and any water play features at the Aquatic Centre meet or exceed Queensland Health water quality guidelines for public aquatic facilities and associated public health regulations.
- Oversee plant and equipment operations, including filtration, disinfection, dosing and circulation, either directly or through specialist staff/contractors.
- Establish and maintain standard operating procedures, checklists and logs for water testing, plant operations, facility checks and cleaning.
- Ensure aquatic operations align with RLSSA GSPO, including supervision, emergency response and risk management requirements.
- Implement and regularly review incident response procedures (e.g. soiling incidents, contamination, water quality failures), including temporary closures when required.
- Ensure aquatic supervision arrangements, lifeguard deployment and patron safety controls are appropriate for facility use, programming and risk profile.
- Ensure the facility is presented to a high standard at all times, including cleanliness, grounds, amenities and visual presentation.

## Network Oversight - Outlying Pools, water play parks and Mitchell Spa (Contractor Oversight)

- Provide professional overview of the outlying pools, water play parks and the spa, ensuring consistent standards of water quality, safe operation and customer experience across the network.
- Coordinate and monitor pool-related contracts for day-to-day operations (e.g. lifeguard and customer service providers), including:
  - Developing or contributing to contract specifications and tender processes.
  - Setting and monitoring KPIs, performance standards and reporting requirements.
  - Conducting scheduled site visits, audits and performance reviews.
- Work closely with internal maintenance and works teams responsible for plant, grounds and infrastructure at the outlying facilities to ensure timely maintenance, defect rectification and capital planning.
- Support contractors and local staff with guidance on industry best practice, public health standards and safety expectations, including promoting use of resources such as the RLSSA GSPO.

## People Leadership & Culture

- Lead, develop and support the Denise Spencer Aquatic Centre team, including aquatic operations, programs, customer service and other designated staff.
- Oversee recruitment, onboarding, training, supervision and performance management for staff within the aquatic services function.
- Foster a positive, professional and inclusive culture with a strong focus on safety, customer service and continuous improvement.
- Ensure staff qualifications (e.g. first aid, CPR, swim teacher, pool lifeguard, pool plant operator) are maintained and that mandatory training (e.g. child safety, emergency response, WHS) is kept current.

## Key Responsibilities continued

### Programs, Community Engagement & Customer Experience

- Oversee the development, scheduling and evaluation of aquatic programs at the Denise Spencer Aquatic Centre, such as learn-to-swim, squads, aqua aerobics, community events and outreach programs.
- Work with schools, clubs and community groups across the Maranoa to promote safe and active use of all Council aquatic facilities.
- Lead a customer-focused approach to operations, including proactive communication about programs, closures, events, behaviour expectations and safety campaigns (e.g. supervision of children, “keep your cool at the pool” style messaging).
- Monitor and respond to customer feedback and complaints, identifying trends and improvement opportunities.

### Compliance and Risk Management

- Ensure compliance with all relevant legislation, regulations and standards.
- Ensure robust risk management processes are in place, including hazard identification, risk assessment, and regular review of controls for:
  - Drowning and aquatic supervision.
  - Chemical handling and storage.
  - Plant and equipment safety.
  - Slips, trips, manual handling and workplace aggression.
- Maintain and test emergency management procedures (e.g. rescues, evacuations, medical emergencies, plant failures) and ensure staff and contractors understand their roles.
- Ensure child-safe practices are embedded in operations, including supervision policies, staff screening and reporting processes.

### Financial Management & Administration

- Prepare annual operating budgets for Aquatic Services, with particular emphasis on the Denise Spencer Aquatic Centre and contribute to budgeting for outlying pools and spa.
- Monitor and manage revenue, expenditure and cost allocations, ensuring operations are within budget and aligned with Council financial policies.
- Oversee procurement of goods and services related to aquatic operations in line with Council's procurement policies and delegations.
- Maintain accurate records and data, including attendance, program participation, water test results, incidents, maintenance, and contractor performance reports.

### Workplace Health and Safety

- Report unidentified Health & Safety hazards and any associated risks.
- Assist with Health & Safety risk elimination and/or risk reduction strategies.
- Participate in Council's Health & Safety Management System requirements.
- Comply with reasonable direction with regard to Health & Safety.
- Take reasonable care of your own Health & Safety.
- Ensure your own acts or omissions do not adversely impact the Health & Safety of others.
- Maintain awareness of Council's Health & Safety performance.

### Other

- Undertake duties within the skill level, competence, and training, consistent with the applicable level within the Award, in any area of Council as required.
- Demonstrate a strong commitment to Maranoa Regional Council's values and team goals.

## Values & Team Goals

### Values

- Striving for excellence
- Being respectful
- Showing empathy
- Ensuring honesty
- Providing transparency
- Encouraging innovation and efficiency
- Demonstrating accountability
- Ensuring the safety of our teams and community
- Thinking about today and tomorrow

### Team Goals

- **Quality** in our services and projects
- **Safety** of our teams and community
- Management of our natural and built **Environment**
- **Affordability** of our current and future communities



## Hours of Work

This is a permanent full time position. 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.

## Contract Term

The role will be offered as an initial 4 year contract (negotiable).

## Location

The new Denise Spencer Aquatic Centre will be located in the heart of Roma at 142 McDowall St.

This role will initially be based at the Maranoa Regional Council offices at 57 Bungil St, Roma and will relocate to the Denise Spencer Aquatic Centre once the venue opens in late 2026.

Council can provide relocation support and assist with temporary housing for the successful candidate, as required.

Discover more about the region at [romaqueensland.com.au](http://romaqueensland.com.au)

## Remuneration Guide

An attractive and competitive remuneration package starting from \$150,000 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.

## Additional Benefits

- 12 Rostered Days Off annually
- Five weeks of annual leave annually
- Three weeks personal leave annually
- Access Long service leave after seven (7) years
- Ten weeks (full pay) paid parental leave, 20 weeks (half pay) paid parental leave
- Salary sacrifice facilities (rural remote rent assistance, novated leasing, additional super contributions)
- Employee Assistance Program – free 24 hour nationwide confidential personal or work-related counselling services for employees and their families.

## Website & Social Media

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

Website: [maranoa.qld.gov.au](http://maranoa.qld.gov.au)

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

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

Pool Specific:

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

Project website: [maranoa.qld.gov.au/Living-Here/My-Community/Council-Projects](http://maranoa.qld.gov.au/Living-Here/My-Community/Council-Projects)



# 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 qualification in sport and recreation management, leisure studies, business, facilities management or a related discipline, and/or substantial relevant experience in aquatic facility management.
- Current First Aid and CPR certificates (or ability to obtain within a set timeframe).
- Current Queensland "Blue Card" (Working with Children Check) or eligibility to obtain.
- Current C Class driver's licence.

## Required Skills and Experience

- Significant leadership experience and substantial depth and breadth of experience in managing aquatic, leisure or sport facilities, including responsibility for staff, safety and budgets, preferably in a local government or similar public sector environment.
- Demonstrated ability to lead the operation of a complex aquatic or leisure facility, providing clear direction and support to a multi-disciplinary team.
- Strong knowledge of public pool and spa operations, including water quality management, pool plant operation, supervision requirements and relevant Queensland health, safety and industry guidelines.
- Proven success in balancing community outcomes and business performance, including increasing attendance, program participation and revenue while maintaining affordability and access.

- Experience in managing contractors and service providers, including setting clear expectations, monitoring performance against KPIs and resolving issues constructively.
- Strong stakeholder and community engagement skills, with experience working collaboratively with schools, clubs and community groups to deliver safe and successful aquatic programs.
- Well-developed budgeting, planning and organisational skills, with the ability to manage competing priorities and deadlines across multiple facilities.
- High-level communication and interpersonal skills, including the ability to manage complex customer, safety and operational matters calmly and professionally.
- Demonstrated commitment to work health and safety, risk management and child-safe practices in an aquatic or recreation environment.

## Desirable Qualifications and Licences

- Recognised Pool Lifeguard qualification.
- Pool Plant Operator / Swimming Pool & Spa Operator certification or equivalent.
- Learn to Swim and/or aquatic programs qualification (e.g. AUSTSWIM, Swim Australia Teacher, aqua fitness instructor).
- Formal qualifications in leadership and management, business administration, project management or contract management.

## 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.



## 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:** 11pm Sunday 22 February, 2026

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 Manager - Aquatic Services, Maranoa Regional Council 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 30 years in 2026 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 Maranoa Regional Council as the exclusive search partner for the Manager - Aquatic Services position.

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

## 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.



