



Facility Manager

Aquatics, Neighbourhoods & Communities

Reports to: Head of Aquatics

Location: Te Ngaengae, Huia or Stokes Valley

Date: August 2026

Purpose of the role:

The Facility Manager is responsible for the oversight of the pool and fitness suite, ensuring that the facilities and services they provide meet national compliance standards and are amongst the best in NZ. Alongside this, the Facility Manager is responsible for the day-to-day operations of the pool, ensuring it runs efficiently, safely, and effectively to deliver exceptional aquatic services for the community. The Facility Manager will also lead a dedicated team, maintaining high standards of safety, cleanliness, and customer service, and contribute to the development and delivery of programs and activities that promote health, wellbeing, and community engagement.

Our purpose

Ko tō tātou he wāhi whai hua ki hōna tāngata – Our city where everyone thrives

At Hutt City Council we are committed to working together to create a connected, resilient and inclusive city of Lower Hutt Te Awakairangi, where all our people thrive.

As connectors, creators and leaders, we are supporting our neighbourhoods to become the architects of their future. Knowing that the work you do is meaningful and making a difference for generations to come is a great feeling.

Hutt City Council is a place you'll feel proud to be part of.

Our values



Manaakitanga *Show you care*

We are helpful, compassionate, do good and willingly give our attention.



Kotahitanga *Be Connected*

We seek and appreciate different perspectives, communicate effectively, share our knowledge and skills, and make valuable contributions that our colleagues appreciate.



Rangatiratanga *Have Courage*

We are ambitious, we explore new things, we do the right thing even if it's hard and we deal with issues directly and positively.

Our core capabilities

Our Capability Framework provides a common understanding of the capabilities, behaviours and ways of working needed to contribute to council's success. Our core capabilities are;

Toa Taumata Rau

Work as One Council

He Tātai Muka

People & Performance Focus

He Rangī tā Matawhānui

Open & Adaptable

Te Ringa Tōhau Nui

Business sense

Kāpuia Te Kāhaho

Customer & Community Focus

Te Pae Tawhiti

Future Aware

Within each capability are the skills, knowledge, and behaviours that are expected to be demonstrated, depending on the level of the role.

You can find the full capability framework at careers.huttcity.govt.nz/home

The level of capability required for this role is:

☐ Foundational ☒ Intermediate ☐ Advanced

About the role

Business Planning	Set strategic and operational goals for the Pool facility services based on the strategic objectives of council. Lead the implementation of these goals through the development and ongoing review of an annual workplans and budgets. Monitor and report on participation levels across our swim programmes and budget performance. Continually identify opportunities to improve services, increase revenue and achieve business targets. Identify issues or risks and develop and implement mitigation strategies.
Facility Management	Ensure the Pool & Fitness Suite services are delivered in accordance with relevant industry and Council standards. Ensure the Pool & Fitness Suite provide a safe, clean and well maintained environment for customers and staff within resources available. Maintain and implement procedures as detailed in the appropriate Pool & Fitness Suite Staff Operations Manual. Review and update annually. Ensure service level agreement and contracts with respect to Pool & Fitness Suite are managed effectively and achieved within specified budgets and timeframes. Ensure that the Pool & Fitness Suite meet the provisions of relevant legislation and industry standards are complied with. This includes but is not limited to public health requirements, pool water treatment standards, chemical handling requirements, and public safety considerations. Ensure all Pool & Fitness Suite staff are trained and qualified to industry standard.
Summer Pools (Portfolio based)	Lead/Support the management and running of our three summer pools, including preparation for the summer season (e.g. recruitment), preventative maintenance and leadership/management of the Summer Pool Team Leaders during the operational period.
Leadership	Provide strong and authentic leadership that supports our people to achieve positive outcomes, learn and grow, feel

	valued and have a sense of purpose by understanding how their work contributes to our organisational priorities. Lead and be a role model of Council's culture, values and core capabilities. Proactively look for ways to support our people to be and do their best by positively influencing and improving the people experience at every step of the employee lifecycle. Take a 'one council' approach to leadership. Have awareness of Te Tiriti o Waitangi and how this applies in a Local Government context. Demonstrate and promote the use of reo Māori and other languages and customs in all that you do.
Strategy, development & planning	Develop and provide innovative ideas and solutions that enable Council to keep pace with fast-changing technologies, best practice, and trends. Prioritise and implement the Council's Strategic plan in an organised way to ensure business continuity and resource availability. Develop short term and long-term strategies and plans. Ensure effective resource planning and management across the team, with a focus on meeting service delivery expectations.
Customer experience	Foster a positive customer experience at every stage of the customer journey. Build customer loyalty and satisfaction.
Stakeholder engagement	Build and develop effective relationships, proactively engaging with others in a positive manner, including with key stakeholders and business and industry groups. Collaborate across council and with our partners to explore opportunities for continuous improvement. Develop and maintain an ongoing understanding and awareness of the organisation's political arm and aims, ensuring the ability to respond effectively and appropriately to requests for advice or services.
Change management leadership	Be an effective sponsor of change by demonstrating commitment to the change, both individually and organisationally.

	Coach and support your people through their own change journey. Provide clear, concise and timely communications to your people.
Continuous Improvement	Champion new and innovative ways of thinking. Identify, recommend and aid in the implementation of improvements to existing systems and procedures.
Financial management	Be accountable for decisions around money and assets, carefully considering the best value for money when making spending choices and managing costs to ensure expenditure is within budget. Protect council's reputation and consider the perception of how expenditure would look to stakeholders and third parties. Participate positively in the Long-Term Plan and Annual Plan budget processes, along with regular budget management, reporting and forecasting activities, to ensure accurate and quality information and advice is provided.
Risk management	Champion risk management, consult and proactively assist leaders to develop best practice systems, and drive education and awareness.
Emergency Management	Actively contribute to and participate in any training, hazard identification and/or risk management and emergency response activities relevant to the role ie: floods, slips and other weather or natural event preparedness.
Health, safety and wellbeing	Support your team to actively engage in health and safety, manage risk and overlapping duties to create a safety culture based on continuous improvement. Ensure the wellbeing of our people is a priority and that team members are encouraged and supported to participate in wellbeing activities. Prioritise health, safety and wellbeing to ensure we have the appropriate resources, skills and support for staff to work safely. You are familiar with our H&S Manuals and how to abide by and operationalise its content.

About you

Essential	Five years experience in an aquatic facility leadership position Swimming Pool Water Treatment Certificate. Strong leadership experience with the ability to motivate staff so they work successfully as part of a large team. Experience in budgeting and financial management. Good communication skills, both verbally and written eg report writing and presenting financial information Ability to work under pressure and remain calm and composed and meet deadlines Demonstrated ability to be self-motivated and proactive. Strong customer service ethos and orientation Strong relationship management skills and proven ability to positively contribute towards and work as part of a team High level of resilience Sound judgement and decision making skills
Desired	Lifeguard Assessor. Tertiary qualification in sport and recreation field. Qualification and/or experience in Fitness Industry

Key relationships and delegations

Number of people reporting you	3
Total number of people within your delegation	20+
Operating budget	Set annually
Capital budget	Set annually
Core partnerships	Internal: Head of Aquatics, Swim City Manager, Aquatic Asset Coordinator and Community Projects and Asset Manager. External: Maintenance contractors, industry professionals and consultants, community stakeholders including local leaders.

Being a Public Servant in Local Government

The purpose of local government is to enable democratic local decision-making and action by, and on behalf of, communities; and to promote the social, economic, environmental and cultural well-being of communities in the present and for the future.

By choosing to work at Hutt City Council, you're making a commitment to abide by the Local Government Act 2002 and subsequent Amendment Act 2010. For more information on these acts please visit: www.legislation.govt.nz and localcouncils.govt.nz

Te Tiriti o Waitangi

Council affirms Te Tiriti o Waitangi as the founding document of Aotearoa and is committed to ensuring Te Tiriti Principles of partnership, protection and participation underpin activities pursuant to the purpose and objectives of Council as they relate to our working environment.

The responsibilities in this role description may change over time due to the nature of our work and to ensure we continue to meet the needs of our community. You may also be required to perform additional duties from time to time. No significant changes to this role description will be made without consultation and agreement by you.