

POSITION DESCRIPTION

JOB TITLE	SportUNE Manager
BUSINESS UNIT	SportUNE
REPORTING TO	Chief Executive Officer, UNE Life
LOCATION	Armidale – On Campus
AWARD COVERAGE	Fitness Industry Award 2020
DATE	September 2025
JOB CODE	SPT22

PURPOSE OF THE POSITION

The SportUNE Manager provides overall leadership and direction for SportUNE, acting as the single point of accountability for the centre and all its programs, services, and facilities. The role ensures SportUNE operates as a thriving, financially sustainable hub for sport, fitness, recreation, and wellbeing, balancing commercial outcomes with student and community engagement.

The position is responsible for strategic integration across all SportUNE business areas including fitness, aquatics, swim school, sport programs, clubs, competitions, facilities, grounds, and partnerships. This includes oversight of budgets, risk and compliance, infrastructure development, and the cultivation of strong internal and external networks.

ORGANISATIONAL CONTEXT

We are a wholly owned, not-for-profit entity of the University of New England (UNE) independently governed by a Board of Directors and led by a Chief Executive Officer. Put simply, we are a company that is also part of the University family.

Our mission at UNE Life is to provide an outstanding experience both on, and off our University campuses.

We are the bridge between the University and its many communities. We are a team that gets things done together with a focus on honesty and respect for one another.

One of our bigger success measures revolves around our commitment to quality service for the UNE and the wider community. We offer a unique set of services which are divided across 6 focus areas, these include:

- Student Experience – includes clubs & societies, our student-powered radio TuneFM, our independent student Advocacy & Welfare Services, and specific events & activations from orientation, to graduation.

- Commercial Services - includes our retail outlets, food & beverage services, event management & catering.
- SportUNE – includes our state-of-the-art community gym, on-campus sporting facilities, and recreational facilities/activities.
- Safety, Security & Information - includes around-the-clock security services for the University.
- Corporate Services – includes Finance, People & Culture, Branding & Marketing, IT Management, and Contract Management.
- Health – includes UNE Life Healthcare Centre and other health services/programs.

UNE LIFE VALUES

We believe our values reflect who we are as a team. Alignment with these values is key to your success with UNE Life.

- Honesty – transparency builds trust
- Respect – yourself, others, and all we do
- We are a team – we get things done, together
- Never settle – we live for continuous improvement
- Surpass expectations – we focus on customer satisfaction
- We're committed – we do what we do because we believe in it.

KEY ACCOUNTABILITIES

1. Provide overall strategic leadership and integration of SportUNE, ensuring alignment with UNE Life's strategic objectives and values.
2. Lead SportUNE's financial management and sustainability, including budget development, forecasting, and revenue growth across all functions.
3. Build and maintain strong community and stakeholder relationships, representing SportUNE within UNE, government, sporting bodies, sponsors, and the wider community.
4. Oversight of SportUNE's fitness, aquatics, swim school, group fitness, reception, sales/marketing, sport participation, and grounds/facilities functions, ensuring safe, high-quality, and consistent service delivery.
5. Proactively manage risk and compliance, ensuring SportUNE facilities, equipment, and programs are safe, fit for purpose, and continuously improved.
6. Drive growth in membership, participation, and facility utilisation, ensuring SportUNE remains a thriving hub for students and the community.
7. Champion a culture of customer service excellence, accountability, and continuous improvement.
8. Provide meaningful reporting on performance, risks, and opportunities to UNE Life leadership
9. Lead and support managers and coordinators to deliver outcomes within their functional areas.



Note: It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the key responsibilities of the position. The responsibilities listed above may be altered in accordance with the changing requirements of the role.

LEADERSHIP ACCOUNTABILITIES

10. Build an environment of trust, accountability, and inclusion where managers and staff can perform at their best.
11. Encourage innovation and adaptability, supporting teams to find better ways of working and delivering services.
12. Develop capability and confidence in direct reports, empowering them to take ownership of their functional areas.
13. Represent SportUNE with professionalism and integrity, strengthening its reputation within UNE and the wider community.

KEY RELATIONSHIPS

Direct Reports:

- Partnerships & Programs Officer
- Fitness & Aquatics Officer
- Reception & Engagement Officer

External Stakeholders

- UNE staff (as appropriate to programs and projects)
- UNE students and UNE student sporting clubs
- Community sporting clubs and benefactors
- Industry bodies and potential partners
- Members and facility users

Internal Stakeholders:

- SportUNE Staff
- UNE Life Colleagues



SELECTION CRITERIA

1. Relevant tertiary qualifications in sport management, business, or a related field, and/or demonstrated equivalent management experience providing leadership and integration across multiple business functions.
2. Proven ability in financial management and sustainability, including budget development, forecasting, revenue generation, and cost control.
3. Strong people leadership and performance management skills, with demonstrated experience in building capability and fostering accountability.
4. Experience providing oversight of diverse service areas, including fitness, aquatics, swim school, group fitness, reception, sales/marketing, sport participation, and facilities, ensuring quality and safe delivery.
5. High-level skills in stakeholder engagement and partnership development, with the ability to represent SportUNE effectively across UNE, community, government, and industry.
6. Demonstrated ability to proactively manage risk, compliance, and safety, with a focus on continuous improvement of facilities, equipment, and programs.
7. Proven track record in driving participation growth, membership engagement, and customer service excellence in a complex, community-facing environment.
8. Strong organisational, analytical, and communication skills, with the ability to manage competing priorities and deliver outcomes at scale.

Desirable

9. Experience in leading infrastructure planning and development projects in a sport or recreation context.
10. Knowledge of the higher education environment and the role of sport in enhancing student and community experience.

POSITION DIMENSIONS

Work Health and Safety Statement

Cooperate with all health and safety policies and procedures and take all reasonable care to ensure actions do not impact on the health and safety of staff, students, visitors and members of the public.

Equal Employment Opportunity

Ensure that the principles of equal employment opportunities are implemented promoted and adhered.



EMPLOYMENT AGREEMENT

As the incumbent of this position, I have read the position description, understand its contents and agree to work in accordance with the requirements of the position.

Signatories	Name	Signature	Date
Staff member			
Supervisor			

