

POSITION DESCRIPTION

DUTY MANAGER, AQUATICS

POSITION DETAILS

Date of Position Description	March 2023
Position Title	Duty Manager, Aquatics
Position Grade	8
Directorate Business Unit	Community Services Social & Community Services
Reports to	Safety and Facilities Manager
Physical Requirements Category	Category 2- Field Role with considerable Physical Requirements

POSITION OVERVIEW

This position is responsible for managing the day-to-day operations of Council's aquatic facilities ensuring high-quality water, a clean and safe facility and ensuring services are provided at all times in a safe environment. You will be required to monitor staff levels ensuring they are appropriate for the day's activities and weather. The presentation of the facility, managing pool space and attending to staff and patron requirements will be part of your daily tasks.

KEY RESPONSIBILITIES

Role Specific

- As a member of the Safety and Facilities leadership team, contribute to the efficient and effective running of Council's aquatic facilities to achieve Council's social and financial objectives.
- Act with sound judgement and decision making in adjusting rosters to suit the day's activities and weather in line with established procedures.
- Supervise the pools and patrons, taking preventative actions, rescues and first aid as required.
- Contribute to patrons' water safety knowledge through positive communication methods.
- Maintain water quality in line with NSW Department of Health and other relevant industry standards.
- Ensure a high level of communication, public relations and customer service to all facility users, including effectively resolving customer complaints in conjunction with management and responding to feedback in a timely manner.
- Utilise effective risk management techniques and centre policy to ensure the safety of staff, the community, user groups, contractors, and suppliers.
- Conduct water testing, basic plant maintenance and the recording and retaining of related actions to ensure the highest quality water treatment and compliance
- Ensure that breakdowns and service requirements for all aquatic equipment within the facility are actioned or reported in a timely manner through the established process.
- Ensure cleanliness, presentation, hygiene, safety, maintenance, and security are maintained to agreed levels within all areas of the facility.
- Liaise and collaborate with staff and user groups from all areas of the facility
- Ensure correct use/handling and proper storage and security of all chemicals is in line with Safework and GSPO Standards. Ensure that pool equipment is used, stored safely and correctly to assist in preventing injuries to staff and the facility users.

- Promote teamwork and communication through the management of day-to-day and ongoing staffing levels, allocation of duties.
- Actively participate in professional development training sessions, both internally and externally, mandatory training and all relevant team meetings.
- Follow all facility standard systems and procedures as per the Pool Operations Manuals and Work Instructions (SWMS)
- Maintain appropriate documentation and record keeping. Including but not limited to staff timesheets, shift checklists, pool test logs, cleaning and maintenance schedules, risk, Incident, and near miss reporting.
- Assist in the maintaining of first aid stock levels and all other pool equipment, chemicals, and supplies as required to safely operate the pools
- Adhere to cash handling procedures at all times
- Undertake other duties as delegated
- Flexibility and willingness to work a 7-day rotating roster across multiple facilities

Baseline

- Ensure that all practices are up to date with current and pertinent legislation, statutory regulations and better practice to ensure a subject-matter-expert mindset is adopted and promoted to all stakeholders.
- Promote continuous improvement and innovation in practices, optimisation of technology, procedures and recommendations with the aim of providing better service to the client base in line with the organisation's values.
- Build in performance metrics and mechanisms to identify early visibility of risks to enable mitigation approaches.
- Promote and maintain effective relationships with all external business partners including community organisations, contractors, State and Federal authorities.
- Ensure to take reasonable care of the health and safety of yourself, employees, visitors, contractors and volunteers whilst at work, and cooperate with the organisation to comply with WHS legislative obligations.
- Promote the value of diversity and inclusion in all practices, engaging with and integrating the views of others.
- Contribute to customer service and organisational effectiveness, by acting ethically, honestly and with fairness.

KNOWLEDGE

Qualifications

- Current Australian Pool Lifeguards Certificate
- Pool Operations Certificate
- Current Australian First Aid Certificate
- NSW Working with Children Check

Experience

- Minimum 2 years' experience working in commercial aquatics operations or similar
- Demonstrate excellent communication, negotiation and dispute resolution skills.
- Understanding of the legal environment and responsibilities of aquatic operations.
- Demonstrated ability in exercising initiative and judgment in applying established procedures
- Proven leadership in the ability to handle difficult clients and solve problems quickly and efficiently.
- Experience in Microsoft applications including word and excel
- Experience and knowledge of Councils/Local Government systems and processes

Skills

- Ability to effectively manage pool space and diverse community user groups
- Well-developed skills in identifying, eliminating and managing safety hazards
- Ability to work in harmony, gain cooperation and assistance from a broad cross section of individuals, groups, organisations and staff
- Aptitude in the use of facility management software

Desirable Qualifications

- AUSTSWIM
- Royal Life Saving or Swim Australia Teaching and/or Coaching qualifications