



WALGETT SHIRE COUNCIL

Position Description

Duty Manager – Pool

Position Title: Duty Manager – Walgett Aquatic Centre (WAF)

Reports Directly To: Manager Infrastructure (Urban)

Staff Directly Controlled: Pool Attendants

Grade: Grade 5
(Casual rate based on a 38hr week)

Present Incumbent: Vacant

Commencement Date: TBA

Location of Work Place: Walgett Aquatic Facility, Walgett

Hours of Work: TBA

Objective:

To oversee the day-to-day operations of the Walgett Aquatic Facility in a safe and efficient manner

This position plays a vital role in directly supporting the Operations Manager through the provision of leadership and direction of WAF Operational staff and pool lifeguards. The Duty Manager is accountable for ensuring decisions, in consultation with the Operations Manager, which relate to the operation of the business administration and broader day to day operations of WAF.

Responsibilities:

1. Provide outstanding customer service to the facilities patrons
2. Provide Supervision of Lifeguards and Pool Attendants and preparation of staff roster
3. Ensure patrons are supervised in the safe use of the facilities
4. Oversee the operation of the Kiosk (cash handling, supply of stock, inventory, end of day reconciliation and banking)
5. Ensure facility is correctly secured outside of normal operating hours.
6. Prepare, set-up and disassemble facility and pool activity when required
7. Enforce pool safety standards (including WHS), identify report hazards in a timely manner.
8. Supervise patrons to ensure compliance with Council policy and industry standards
9. Ensure regular monitoring of water quality is undertaken and results are recorded as required and sufficient chemicals are available for treatment of water in accordance with NSW Department of Health Standards
10. Ensuring consistent high levels of cleanliness, hygiene, safety, and security within the centre and surroundings.



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11. Supervision of Lifeguards and WAF staff
12. Delivers excellent customer service, including training and support of new staff
13. Availability to work mornings, evenings and weekends and to be on call as required
14. Risk management and WHS compliance, public safety
15. Engages and consults with others, with the capability to influence, listen to • others, put forward ideas and encourage the views of others

General Accountabilities:

1. Develop and promote a positive image of the Shire, the Council and the community;
2. Minimise Council's exposure to risk;
3. Ensure consistent delivery of the highest level of customer service;
4. Adherence to Council's documented EEO and WHS Policies and Procedures;
5. Be accepting of new ideas and embrace change
6. Be outcome focused
7. Be open minded in sharing information and knowledge freely
8. Have a drive for improvement
9. Have personal integrity and take responsibility
10. Have a genuine customer service focus
11. Have the ability to prioritise and schedule work and meet deadlines
12. Have excellent time management and organisational skills
13. Embody Council's values.

Essential Criteria:

1. Working with Children Check*
2. First Aid Certificate & CPR*
3. Current Pool Lifeguard Certificate*
4. Current Pool Operations Certificate *
5. Aquatic Duty Manager Certificate *
6. Excellent customer services skills
7. A good understanding of public safety applications within an aquatic environment
8. Physically fit
9. Demonstrated ability to work both independently and in a team fostering an environment based on teamwork and cooperation
10. Demonstrated computer literacy, including word processing, excel and maintaining corporate records including Council information management software
11. Demonstrated commitment to ethics, probity and transparency in decision making

*OR WILLINGNESS TO OBTAIN

Desirable Criteria

1. Chemical Certificate
2. Class C Drivers licence