



## CITY OF ALBANY POSITION DESCRIPTION AQUATIC SUPERVISOR

### 1. CITY OF ALBANY VALUES

All Councillors, Staff and Volunteers at the City of Albany will be...

- **Focused:** on community outcomes - This means we will listen and pay attention to our community. We will consult widely and set clear direction for action. We will do what we say we will do to ensure that if it's good for Albany, we get it done.
- **United:** by working and learning together - This means we will work as a team, sharing knowledge and skills. We will build strong relationships internally and externally through effective communication. We will support people to help them reach their full potential by encouraging loyalty, trust, innovation and high performance.
- **Accountable:** for our actions - This means we will act professionally using resources responsibly; (people, skills and physical assets as well as money). We will be fair and consistent when allocating these resources and look for opportunities to work jointly with other directorates and with our partners. We will commit to a culture of continuous improvement.
- **Proud:** of our people and our community - This means we will earn respect and build trust between ourselves, and the residents of Albany through the honesty of what we say and do and in what we achieve together. We will be transparent in our decision making and committed to serving the diverse needs of the community while recognising we cannot be all things to all people.

### 2. POSITION IDENTIFICATION

<b>TITLE:</b> Aquatic Supervisor	<pre> graph TD     A[Manager Recreation Services] --&gt; B[Commercial Services Coordinator]     B --&gt; C[Aquatic Supervisor]           </pre>
<b>LEVEL:</b> Level 5/6 Local Government Officers Award and City of Albany Above Award Policy – Local Government Officers.	
<b>DIRECTORATE:</b> Community Services	
<b>REPORTS TO:</b> Commercial Services Coordinator <b>RESPONSIBLE FOR:</b> Duty Managers / Lifeguards	

### 3. POSITION OBJECTIVE

This position is responsible for working in a supervisory role within the City of Albany to:

- Coordinate and deliver a safe, clean, and professional service for staff and public at the Albany Leisure & Aquatic Centre.

- Manage and coordinate the technical operations of a dynamic aquatic facility, plant room and major community asset within guidelines set out in the State Health Act of WA; and
- Supervise and facilitate training opportunities for the Aquatics Team to deliver best practice industry service whilst meeting all legislative requirements.

#### **4. KEY RESPONSIBILITIES**

##### **Leadership and Supervision**

###### Level 5

- Supervise, coach, and develop a multi-disciplined aquatic team that are responsive to customer needs and create a welcoming safe and enjoyable environment.
- Supervise team members in accordance with human resource policies, procedures, and legislative requirements.
- In conjunction with on-deck Duty Managers, direct and monitor lifeguards and pool staff to always ensure thorough supervision of the aquatic facility.
- Be responsible for effective rostering of Aquatic staff in line with relevant City policies, procedures, and Industrial Agreements.

###### Level 6 (in addition to the above)

- Lead, manage and develop a multi-disciplined aquatic team that are responsive to customer needs and create a welcoming safe and enjoyable environment.
- Lead and coordinate training opportunities for staff in providing efficient and effective operating practices and customer service.
- Implement strategies such as education, and training programs that foster a culture of continuous improvement.

##### **Operations and Management**

- Responsible for the professional delivery of the centre's aquatic operations.
- Perform minor plant maintenance and scheduled maintenance as per plant procedures.
- Assist with all scheduled works, planned and undertaken in a manner such as to minimise or eliminate disruption to staff and patrons / the public.
- Undertake Duty Manager shifts for the weekly roster and cover leave as required.

##### **Financial**

###### Level 5

- Track weekly rostering against budget targets and performance indicators.
- Coordinate and adhere to the Aquatics budget (i.e. electricity, gas, water, wages, aquatic safety equipment, pool chemicals etc).
- Monitor and approve Aquatic Staff timesheets; this includes effective rostering of employees and ensuring staff comply with contract obligations.
- Track monthly income and expenditure budget and make changes where needed.
- Purchase equipment and resources as needed and within budget.
- Report on the aquatics financial position quarterly.

###### Level 6 (in addition to the above)

- Develop and grow the aquatics business unit by implementing efficiency measures and detailed budget tracking tools using sound business management practices.
- Research and prepare recommendations for Council around efficiency initiatives in regard to running a contemporary aquatic facility.
- Review and assess the pool plant room equipment and lead the delivery of asset management in that area.

## **Emergency Care, Response and Emergency Evacuation Centre**

- Responsible for the operation, supervision, and delivery of emergency care for the centre.
- Maintain the centre emergency procedures and scheduled checks of SCBA, oxygen, first aid and rescue equipment.
- Coordinate and prepare the emergency response arrangements and procedures for ALAC adhering to the Australian Standards ensuring safety for occupants and visitors within the facility.
- Support the ALAC Emergency Evacuation Centre for the City of Albany Emergency Management Team.

## **Interpersonal Skills/Customer Service**

- Work with aquatic user groups to foster healthy relationships with the centre and provide opportunities for growth of aquatic programs and activities.
- Educate customers regarding the Centre's water safety policies.
- Pursue improved customer service in accordance with Council's goals and values.
- Foster, advocate and implement the City of Albany's customer service focus and practices.
- Provide friendly and positive customer service for all users of the Centre.
- To be customer focused at all times.

## **General**

- Be aware of all the Centres' operations to enable effective delivery of customer service by: distribution of relevant literature, answering general enquiries, providing effective back up to the 'team' and having a broad knowledge of activities and services in the Albany area.
- Use initiative to identify new ideas to improve operational duties under guidance from the Facilities Coordinator, Business Coordinator and Manager Recreation Services.
- Perform scheduled checks of SCBA, oxygen, first aid and rescue equipment.
- Perform timely and accurate administrative functions associated with the responsibilities of the position.
- Use initiative to decide when we may need extra resources and roster accordingly.
- Develop (and oversee) all promotional and marketing plans to increase the awareness around watch around water.

## **Workplace Health and Safety**

- Monitor the activities of customers, and coach staff to ensure that 'duty of care' (and other relevant requirements) in accordance with relevant legislation such as the Work Safety & Health Act, are implemented.
- Maintain safe work practices in accordance with Work Safety and Health legislation and City policies.
- Ensure that mechanical equipment relating to the Centre's operations is functioning efficiently and effectively and ensure that the chemical water balance is maintained in accordance with the State Health Act of WA.
- Ensure the safety of storage and handling of chemicals and equipment and correct use of Personal Protective Equipment.
- Take reasonable care for own / individual health and safety and for the health and safety of others, including the implementation of risk control measures that our within own / individual control to prevent injuries or illnesses.
- Comply with any reasonable instruction from the City of Albany and monitor and rectify work practices to ensure compliance with WHS Regulations.
- Abide by the City of Albany policies and procedures.
- Report any workplace hazards. Everyone in the workplace shares this responsibility equally.
- Report any workplace injury, illness or near misses. It is important to report all injuries, no matter how insignificant they may seem.
- Provide appropriate instruction, information, training and supervision to staff and others to enable work to be carried out safely.

- Facilitate and encourage feedback from the team regarding WHS issues.

## **5. REQUIREMENTS OF THE JOB**

### **Skills**

#### Level 5

- Well-developed communication skills with the ability to work with people from diverse backgrounds.
- Ability to build relationships with various stakeholders, employees, and facility users.
- Strong focus on customer service and commitment to deliver successful outcomes for facility users.
- Ability to manage a budget within City policies and procedures.
- Demonstrated ability to manage a multitude of projects and tasks simultaneously.
- Ability to work independently, demonstrating high levels of initiative, personal judgement, and self-motivation.
- Well-developed time management, organisation, and administration skills.
- Highly developed communication skills, both written and verbal (including report writing).

#### Level 6 (in addition to the above)

- Demonstrates leadership skills by communicating a vision that generates enthusiasm and commitment, identifies potential issues and guides teams to optimise outcomes.
- Ability to lead and supervise a team including rostering, conflict management, and performance appraisals.
- Demonstrated ability to work under pressure, prioritise, plan, and organise workload.
- Well-developed time management, organisation, and administration skills.
- Highly developed communication skills, both written and verbal (including report writing).

### **Knowledge**

#### Level 5

- Good understanding of customer service delivery.
- Knowledge around the watch around water principles
- Well-developed knowledge and ability to operate aquatics and pool plant machinery.
- Well-developed knowledge and use of chemical and manual handling procedures.
- Sound knowledge of the Work Safety and Health Act.

#### Level 6 (in addition to the above)

- Excellent knowledge of the aquatics industry and working knowledge of the pool and plant.
- Well-developed knowledge and ability to manage, coach and supervise a diverse Aquatic team.
- Excellent knowledge of budget management including setting of fees and charges.

### **Experience and Qualifications**

#### Level 5

- A minimum of 3 years' experience in the aquatic industry, or similar role, involving a high level of exposure to the general public.
- Previous experience in a supervisory role including rostering.
- Experience working in a role requiring a high level of focus on safety.
- Current Senior First Aid Certificate. (desirable)
- Current Pool Lifeguard Certificate.
- Current Pool Operation Certificate. (desirable)

- National Police Clearance.
- Training in fire suppression, breathing apparatus, plant maintenance, chlorine handling etc.
- Qualification (or working towards) in Leisure / Recreation Management (desirable)

Level 6 (in addition to the above)

- A minimum of 5 years' experience in the aquatic industry, or similar role, involving a high level of exposure to the general public.
- Training in fire suppression, breathing apparatus, plant maintenance, chlorine handling etc.
- Qualification (or working towards) in Leisure / Recreation Management (desirable)
- Current Pool Operation Certificate.
- Current Senior First Aid Certificate.

**Other**

- ALAC operates seven days a week and the nature of the role may require work outside of normal business hours including evenings and weekends.
- Includes a leadership role on the City's emergency management team – ALAC Emergency Evacuation Centre.

**6. CERTIFICATION**

As the occupant of this position, I have noted and agreed to the Values, statement of duties, responsibilities and other requirements as detailed in this document.

NAME: \_\_\_\_\_ SIGNATURE: \_\_\_\_\_  
*(Please print)*

DATE: \_\_\_\_\_

WITNESS NAME: \_\_\_\_\_ SIGNATURE: \_\_\_\_\_  
*(Manager or above) (Please print)*

DATE: \_\_\_\_\_