



CITY OF ALBANY POSITION DESCRIPTION DUTY MANAGER (ALAC)

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

TITLE: Duty Manager (ALAC)	<pre>graph TD; AS[Aquatics Supervisor] --> DM[Duty Manager (ALAC)]; DM --> LG[Lifeguards (ALAC)];</pre>
LEVEL: Level 4, City of Albany Industrial Agreement 2023	
DIRECTORATE: Community Services	
REPORTS TO: Aquatics Supervisor RESPONSIBLE FOR: Lifeguards	

3. POSITION OBJECTIVE

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

- Provide a clean environment and safe professional service at the Albany Leisure & Aquatic Centre;
- Deliver the daily operations of the Centre and provision of recreation programs at ALAC within established guidelines and procedures.
- Provide a friendly and professional customer service to both internal and external customers;

- Supervise and coach staff in providing safe and efficient centre operating practices.

4. KEY RESPONSIBILITIES

Leadership and Supervision

- Assist with on the job staff supervision and training to ensure a high level of Centre presentation and customer safety.
- In line with Council's goals and values pursue improved customer service and create a welcoming safe and enjoyable environment.
- Coach, direct and monitor aquatics staff in correct lifeguarding and Centre procedures to ensure thorough supervision of the aquatic facility at all times.
- Take a leadership role in the time of an emergency.

General

- Be aware of all Centres' operations (Aquatics, Stadium, Health & Fitness, Club Development) to enable effective delivery of centre programs and customer service by: distribution of relevant literature, answering general enquiries, providing effective back up to the team to 'ensure that all recreation programs and daily operations are facilitated in an efficient and effective manner'.
- Monitor and deliver a high standard of cleanliness and hygiene across all Centre facilities (Aquatics, Stadium, Meeting Rooms, Creche, Gym, Group Fitness Room etc.)
- Be responsible for the security and supervision of the Centre, including all users, staff and the general public.
- Responsible for all daily operations and maintenance at the Centre in absence of the Facilities Coordinator.
- Perform minor and scheduled Centre maintenance as required and in line with procedures.
- Perform timely and accurate administrative functions associated with the responsibilities of the position.

Interpersonal Skills/Customer Service

- Educate customers regarding the Centre's water safety policies.
- With a focus on customer service address customer complaints and implement solutions across the centre.

Work Health and Safety

- Oversee and monitor working conditions and practices to ensure a duty of care, the safety of employees and compliance with Occupational Safety and Health legislation.
- Responsible for contractor inductions prior to commencing work on site at ALAC.
- 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 WH&S 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.

5. REQUIREMENTS OF THE JOB

Skills

- Ethical Behaviour: models appropriate behaviour in line with City of Albany Code of Conduct.

- Interpersonal skills: relates very well with others, listens, understands and adapts to different audiences.
- Ability to work independently, demonstrating initiative, personal judgement and self-motivation.
- Well-developed customer focus and commitment.
- Well-developed teamwork, time management and organisational skills.
- Developed conflict resolution and negotiation skills.

Knowledge

- Well-developed knowledge of pool operations and centre maintenance.
- Well-developed knowledge of general sport and recreation program delivery.
- Basic understanding of local government software to enable minor data entry, customer service and incident reporting.
- Knowledge of Workplace Health & Safety requirements applicable to this role.

Experience and Qualifications

- Previous experience in the aquatic industry in a similar role.
- Senior First Aid Certificate and Pool Lifeguard Award
- Pool Operators Certificate (desirable)
- National Police Clearance
- 'C' Class Driver's Licence

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: _____