

<b>Position Title</b>	Team Leader Leisure & Aquatic Operations
<b>Department</b>	Community Services
<b>Unit</b>	Leisure & Aquatic Services
<b>Team</b>	Leisure & Aquatic Operations
<b>Supervises</b>	Site Supervisors, Duty Managers, Lifeguards, Customer Service Officers
<b>Reports To</b>	Coordinator Leisure & Aquatic Operations
<b>Grade Range</b>	G
<b>Date Prepared</b>	14/07/2020
<b>Date Last Updated</b>	6/10/2020

## Our Vision & Values: A leading organisation that collaborates & innovates



We are committed to **safety**



We work as one **team**



We act with **integrity**



We care about our **customers**



We **continuously improve**

## Primary purpose of position

Responsible for contributing to the development of the efficient, effective and sustainable management and operation of Council's Leisure & Aquatic Centres.

Overseeing the day to day operations and management of the centre(s), the Team Leaders will carry out the functions of their role in accordance with the Leisure & Aquatics Operations Manual, Royal Life Saving Society Guidelines, NSW Practice Note 15 and other relevant industry standards and regulations, and will supervise and manage a diverse range of staff and pool users in a dynamic environment.

The Team Leader - Leisure & Aquatic Operations will ensure the teams under their control work safely, in a cost effective manner and in line with the prescribed quality and environmental standards and customer needs. They will train and provide technical advice to staff and will ensure a proactive approach to safety and risk management, contribute to the implementation of the Unit Plan in conjunction with the Coordinator – Leisure & Aquatic Operations and will manage their centre in line with budget expectations.

## Accountabilities






- Supervise and manage the Leisure and Aquatic Centres under the position's control in a financially sustainable manner, in line with budget.
- Contribute to the marketing and promotion of the Leisure and Aquatics service.
- Supervise, liaise with, coordinate and control the activities of hirers and the public within the centre.
- Lead and manage a diverse workforce to achieve a positive, cohesive and safe working team culture.
- Coach and develop staff under your control to deliver on KPIs through performance planning and individual GDI plans
- Ensure effective supervision of the pools, grounds and amenities at all times.
- Ensure that SWP 15 and the Site Specific Supervision plans are in place, reviewed regularly and that all Site Supervisors, Duty Managers and Lifeguards are trained in and adhere to these procedures at all times.
- Contribute to the ongoing review and management of the Leisure & Aquatic Services SOP's, SWP's and risk assessments and ensure that staff are trained in and follow the procedures relevant to their role at all times.

- Ensure all staff are adequately trained, qualified and assessed for competence to perform the given duties in conjunction with the requirements of the Leisure and Aquatics unit.
- Ensure regular and routine maintenance of water quality in line with NSW Health Regulations
- Ensure trained staff monitor and maintain on a day to day and periodic basis all filtration, plant and equipment to ensure effective operation.
- Oversee staff attendance to plant room maintenance and assist where required.
- Recruitment of committed, diverse and driven employees to compliment the Leisure & Aquatic Services commitment to service.
- In conjunction with the Coordinator – Leisure and Aquatic Operations and Asset Management teams, implement an effective maintenance program of the facilities, plant and equipment to ensure minimal disruption to facility users.
- Ensure a high quality customer experience in line with the Leisure & Aquatic Services Customer Service Charter that ensures the safety and well-being of visitors and employees through effective planning and oversight of policies, processes and procedures.
- Ensure the centre's cleanliness, hygiene, safety, maintenance and security is managed to a high standard at all times.
- Liaise and collaborate with the Leisure & Wellness Programs teams to ensure programs are delivered in a safe and clean environment.
- Ensure correct use, maintenance and proper storage and security of all pool equipment and chemicals by adequately trained staff.
- Maintain appropriate documentation and record keeping, prepare and analyse regular operational reports as required.
- Effectively manage and record emergency situations, including performing rescues and first aid where required.
- All other duties as directed and within skills, competence and training by Coordinator – Leisure & Aquatics and/or unit/department management.

## Position capabilities and level

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities.

### Capability Profile – People Leader Profile 1

Capability Group	Capability Name	Level
 <b>Personal Character</b>	<b>Lead Self</b>	Advanced
	Display Resilience	Advanced
	Act with Integrity	Advanced
	Safety and Accountability	Advanced
 <b>Relationships</b>	Communicate and Engage	Advanced
	<b>Customer and Community Focus</b>	Adept
	Work Collaboratively	Advanced
	Influence and Negotiate	Adept
 <b>Results</b>	<b>Plan and Prioritise</b>	Advanced
	Think and Solve Problems	Adept
	Innovate and Improve	Advanced
	Deliver Results	Advanced
 <b>Resources</b>	<b>Finance</b>	Adept
	Assets and Tools	Adept
	Technology and Information	Adept
	Procurement and Contracts	Adept
 <b>People Leadership</b>	<b>Manage and Develop People</b>	Advanced
	Inspire Direction and Purpose	Advanced
	Optimise Workforce Contribution	Adept
	Lead and Manage Change	Adept

## Focus Capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least satisfactory level for a candidate to be suitable for appointment.

### CBCity Capability Framework - Focus Capabilities

Group & Capability	Level	Behavioural Indicators
<b>People Leadership</b>		
Manage and Develop People	Advanced	<ul style="list-style-type: none"> <li>• Knows the individual strengths, weaknesses, goals and concerns of members of the team</li> <li>• Fosters high performance through effective conversations and feedback and by providing stretch opportunities</li> <li>• Identifies and develops talent across the organisation</li> <li>• Coaches and mentors staff to foster professional development and continuous</li> <li>• Implements performance development frameworks to align capability with the organisation's current and future priorities</li> <li>• Resolves team and individual performance issues, including serious unsatisfactory performance, in a timely and effective way</li> </ul>
<b>Personal Character</b>		
Lead Self	Advanced	<ul style="list-style-type: none"> <li>• Demonstrates motivation to serve the community and organisation</li> <li>• Initiates team activity on organisation/unit projects, issues and opportunities</li> <li>• Seeks and accepts challenging assignments and other development opportunities</li> <li>• Seeks feedback broadly and asks others for help with own development areas</li> <li>• Translates negative feedback into an opportunity to improve</li> </ul>
<b>Relationships</b>		
Customer and Community Focus	Adept	<ul style="list-style-type: none"> <li>• Demonstrates a sound understanding of the interests and needs of customers and the community</li> <li>• Takes responsibility for delivering quality customer- focused services</li> </ul>

		<ul style="list-style-type: none"> <li>• Listens to customer and community needs and ensures responsiveness</li> <li>• Builds relationships with customers and identifies improvements to services</li> <li>• Finds opportunities to work with internal and external stakeholders to implement improvements to customer services</li> </ul>
<b>Results</b>		
Plan and Prioritise	Advanced	<ul style="list-style-type: none"> <li>• Ensures business plans and priorities are in line with organisational objectives</li> <li>• Uses historical context to inform business plans and mitigate risks</li> <li>• Anticipates and assesses shifts in the environment and ensures contingency plans are in place</li> <li>• Ensures that program risks are managed and strategies are in place to respond to variance</li> <li>• Implements systems for monitoring and evaluating effective program and project management</li> </ul>
<b>Resources</b>		
Finance	Adept	<ul style="list-style-type: none"> <li>• Uses basic financial terminology appropriately</li> <li>• Considers the impact of funding allocations on business models, projects and budgets</li> <li>• Manages project finances effectively, including budget, timely receipting, billing, collection and variance recognition</li> <li>• Prepares and evaluates business cases with due regard for long term financial sustainability</li> <li>• Applies high standards of financial probity with public monies and other resources</li> <li>• Identifies, monitors and mitigates financial risks</li> </ul>

\* Focus Capabilities are those judged to be the most important at the time of recruiting to the position. The mix of “focus” capabilities can change over time, reflecting changing work priorities and current team strengths.

## Delegations

Decisions associated with this position are to be made in accordance with the Delegations of Authority (Policy186) approved by the General Manager.

## Code of Conduct

All staff are required to adhere to the Code of Conduct (CP25).

## Work Health & Safety

All staff are required to adhere to Council's WHS&E Responsibilities and Authorities document (REF229) and associated policies and procedures.

## Records Management

All staff are required to comply with Council's Records and Information Management policies, procedures and guidelines.

## Qualifications and Experience

### Essential Qualifications

- Certificate III in Community Recreation or equivalent
- Pool Lifeguard Licence & Certificate
- Technical Operations Certificate (RLSSA, TAFE NSW or equivalent)
- Senior First Aid & CPR Certificate
- Current Class C Drivers Licence
- Current Working with Children Check (WWCC)

### Essential Experience

- A minimum 2 years' experience in managing a similar leisure & aquatic facility.
- Experience in the planning and execution of operational, financial and people plans to successful outcomes.
- Demonstrated experience in the management of Leisure and Aquatic Centre Operations or similar.
- Demonstrated people leadership ability.
- Demonstrated experience in the marketing and promotion of Leisure and Aquatic facilities or
- Demonstrated experience in accurately managing financial performance against budget.
- Demonstrated experience in undertaking a risk management approach to aquatic facilities to
- Demonstrated knowledge of relevant legislation, aquatic industry guidelines and standards,
- Performance management experience.
- Highly developed communication skills.
- Well established computer literacy.

### Desirable Qualifications and or Experience

- Cert IV in Training and Assessment
- Cert III in Community Recreation
- Austswim Certificate in Teacher of Water Safety
- Tertiary qualifications in Workplace Health and Safety
- Delivery of First Aid, CPR and Pool Lifeguard Training
- Understanding of Local Government

<b>HUMAN RESOURCES USE (SELECT YES OR NO)</b>	<b>YES</b>	<b>NO</b>
Does this position fall under the definition of child related employment?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Does this position require incumbent to undergo criminal reference check?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Does this position require incumbent to demonstrate good driving Licence class required: C Class Drivers Licence	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Will incumbent need to make disclosure of pecuniary interest?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Could there be a conflict of interest with secondary employment?	<input checked="" type="checkbox"/>	<input type="checkbox"/>