

<b>Position Title</b>	Duty Manager Leisure & Aquatic Operations
<b>Department</b>	Community Services
<b>Division</b>	
<b>Unit</b>	Leisure & Aquatic Services
<b>Team</b>	Leisure and Aquatic Operations - Birrong, Canterbury, Max Parker Leisure and Aquatic Centre
<b>Supervises</b>	Nil
<b>Reports To</b>	Team Leader Leisure and Aquatic Operations
<b>Grade</b>	E
<b>Date Prepared</b>	15/07/2019
<b>Date Last Updated</b>	29/05/2026

## 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

Provide leadership and guidance to a diverse range of Aquatics staff in order to ensure a safe and enjoyable experience for all facility users. This is done in line with Council's Code of Conduct, Organisational Values, Aquatics Unit Customer Service Charter, Site Specific Supervision Plans, Safe Work Procedures the Guidelines for Safe Pool Operations, Practice Note 15 for Water Safety and the WHS Act and Regulation.




## Accountabilities

- In line with Council's organisational values and the Aquatics Unit Customer Service Charter, lead the Aquatics team by example and support the Aquatics Leadership team to deliver a high quality Customer Experience to the community of Canterbury Bankstown through safe, clean and well-presented centres.
- Follow and ensure the adherence of all Pool Lifeguards to SWP 15 and the Site Specific Supervision Plans including the active education and enforcement of facility rules, terms and conditions and the Keep Watch @ Public Pools requirements.
- Adhere to the CB City Aquatics Operations, Emergency and Lifeguard Manuals and to all Safe Work and Standard Operating Procedures relevant to the Pool Lifeguard position
- Supervise and train pool staff in line with Council's policies and procedures, industry guidelines and legislation relevant to the industry.
- Ensure correct use and proper storage and security of all pool equipment and chemicals in line with CB Leisure and Aquatics SOPs, SWMSs and SWPs
- Effectively and confidently manage emergency situations, including performing rescues and first aid procedures when required.
- Monitor and maintain on a day to day and periodic basis, all filtration, reticulation and chemical dosing equipment to ensure its ongoing operation and effective management of pool water quality, in line with the Health NSW Advisory Document for Public Pools and Spas.
- Manage, liaise, communicate and cooperate with all Aquatic staff, facility users, hirers, lessees and contractors to ensure the harmonious operation of the Centres.

- Actively contribute to and assist the Aquatics Leadership Team in the continuous improvement of Council's Aquatics services, procedures and programs.
- Maintain appropriate documentation and record keeping.
- All other duties within skills, competence and training as required by the Aquatics Leadership Team, including willingness to work across all locations.

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

## 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>Personal Character</b>		
Lead Self	Adept	<ul style="list-style-type: none"> <li>• Initiates action on team/unit projects, issues and opportunities</li> <li>• Accepts and tackles demanding goals with drive and commitment</li> <li>• Seeks opportunities to apply and develop strengths and skills</li> <li>• Examines and reflects on own performance</li> <li>• Seeks and responds well to feedback and guidance</li> </ul>
<b>Relationships</b>		
Customer and Community Focus	Intermediate	<ul style="list-style-type: none"> <li>• Identifies and responds quickly to customer needs</li> <li>• Demonstrates a thorough knowledge of services provided</li> <li>• Puts the customer and community at the heart of work activities</li> <li>• Takes responsibility for resolving customer issues and needs</li> </ul>
<b>Results</b>		
Think and Solve Problems	Intermediate	<ul style="list-style-type: none"> <li>• Gathers and investigates information from a variety of sources</li> <li>• Questions basic inconsistencies or gaps in information and raises to appropriate level</li> <li>• Asks questions to get to the heart of the issue and define the problem clearly</li> <li>• Analyses numerical data and other information and draws conclusions based on evidence</li> <li>• Works with others to assess options and identify appropriate solution</li> </ul>
<b>Resources</b>		

Assets and Tools	Intermediate	<ul style="list-style-type: none"> <li>• Uses a variety of work tools and resources to enhance work products and expand own skill</li> <li>• Ensures others understand their obligations to use and maintain work tools and equipment appropriately</li> <li>• Contributes to the allocation of work tools and resources to optimise team outcomes</li> </ul>
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\* 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 Chief Executive Officer.

### 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.

### Fraud & Corruption Prevention

All staff must familiarise themselves with Councils policies, systems and procedures that are in place to guard against the risk of fraud and corruption. This includes behaving ethically at all times, and actively identifying and reporting any suspected fraud and corruption.

## Qualifications and Experience

### Essential Qualifications

- TAFE NSW Pool Operations/ RLSSA Technical Operations or equivalent
- Royal Life Saving Pool Lifeguard Certificate (upon commencement of employment, all Duty Managers are expected to gain licence for each facility that they work at)
- Senior First Aid Certificate
- Current working with Children Check (WWCC)

### Essential Experience

- Experience in the operation of Leisure & Aquatic Centres and associated facilities
- Demonstrated knowledge of pool plant and equipment use and maintenance
- Demonstrated knowledge of aquatic industry standards, especially regarding pool supervision, water quality and the safe handling and storage of chemicals

- Demonstrated ability to accurately handle and reconcile cash transactions
  - Experience in a Customer Service related role
  - The ability to identify, address and effectively manage safety hazards
  - Experience leading and working within a team environment
  - The ability to follow and deliver instructions and procedures
  - The ability to swim 200m continuously within 6 minutes as per the Guidelines for Safe Pool Operations
  - Willingness to work across a 7 day roster
- **Essential Duty Manager and Lifeguard Health & Fitness**
- Duty Managers at CB City are required to demonstrate their fitness for duty on an annual basis in line with the Royal Life Saving Health and Fitness requirements outlined in SV11 Pool Lifeguard Health Assessments section of the Guidelines for Safe Pool Operations
  - Duty Managers will also be required to complete a swim test twice annually, assessed by an authorised Aquatics Leader as outlined in SV11 Pool Lifeguard Health Assessments section of the Guidelines for Safe Pool Operations. Duty Managers will be required to swim 200m continuously in 6 minutes or under

#### **Desirable Qualifications and or Experience**

- TAFE Statement of Attainment Aquatics Management
- Other Tertiary qualifications relevant to the industry i.e. Business, WHS etc.
- Knowledge of crowd management techniques
- Ability to carry out ongoing asset and equipment maintenance
- Intermediate computer literacy
- Experience with multicultural issues in a diverse community
- Class C Driver's Licence
- Ability to implement crowd management techniques
- Ability to identify essential ongoing asset and equipment maintenance tasks
- Cash handling experience

#### **Position Description Acknowledgment**

I, \_\_\_\_\_ have read and understand this Position Description and agree to abide by it at all times.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

<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:      No Licence Required	<input type="checkbox"/>	<input checked="" 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"/>
Does this position have an inherently high risk for fraud and corruption?	<input type="checkbox"/>	<input checked="" type="checkbox"/>