

## SOUTHERN GRAMPIANS SHIRE COUNCIL POSITION DESCRIPTION

### Position Details

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Title:	Duty Manager
Classification:	Band 4
Business Unit:	Community Wellbeing
Directorate:	Wellbeing, Planning and Regulation
Reports to:	Operations Coordinator
Supervises:	Lifeguards

### Our Vision and Values

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#### **Vision**

Thriving Community, Limitless Opportunity

#### **Values**

Raise the Bar

Create Brilliance Together

Dream Boldy, Change Bravely

Integrity in Every Step

#### **Child Safety**

Southern Grampians Shire Council is a child safe organisation committed to the Victorian Child Safe Standards by:

- providing an environment where Aboriginal children and young people can express their culture and enjoy their cultural rights
- having a zero tolerance approach to child abuse
- having a zero tolerance approach to racism and an expectation that staff and volunteers will act on incidents of racism

### Position Summary

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The Duty Manager is a key member of staff at the Hamilton Indoor Leisure and Aquatic Centre (HILAC). This position is responsible for the delivery of daily facility operations and maintenance, including meeting required regulations and guidelines at HILAC and Council's Outdoor Pools. This position works on a rostered basis, including evenings and weekends. This will include the coordination and supervision of lifeguards for HILAC and the Outdoor Pools

and supporting the Swim School and Health Club Coordinators in managing bookings. Provision of administrative and marketing support to the HILAC Centre Manager and Coordinators also features in this role.

## **Key Responsibilities**

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### **Leadership**

- Demonstrate values and behaviours that lead good workplace culture aligned with Council's values and expectations.
- Lead and supervise a team that provides excellent and seamless customer service and lifeguarding delivery.
- Maintain excellent relationships with internal service providers, contractors, HILAC User groups and the wider community.
- Provide feedback and recommendations on improvements to policies, safety standards and operating procedures to department coordinators as appropriate.

### **Management, Operations Service Planning and Development**

- Coordination and supervision of Lifeguards for HILAC and the Outdoor Pools including all rostering, recruitment, training and quarterly professional development activities.
- Undertake Duty Management shifts as rostered across the span of service hours (5am-10pm, Monday-Sunday).
- Be professionally presented at all times.
- Manage customer feedback and complaints in a timely and professional manner.
- Maintain a working knowledge and understanding of the Centres Emergency Management and Action Plan.
- Act as Chief Warden in an emergency situation including evacuating the centre if necessary.
- Support the pool water quality management, plant room and centre cleanliness and respond to issues accordingly.
- Perform cleaning, maintenance and complete daily checklists (including open and close procedures) outlines by the Centre Manager and department coordinators.
- Strive to improve the safety and service performance at HILAC.
- Lead the delivery of the daily facility operations for HILAC and the Outdoor Pools and its associated projects, ensuring all relevant regulation and legislation is met.
- Train and encourage staff to meet Key Performance Indicators for HILAC Operations as guided by HILAC Centre Manager and Coordinators.
- Support the Centre Manager and HILAC Coordinators in the daily management of casual bookings across HILAC and the Outdoor Pools and other administrative tasks as required.
- Assist in the development and delivery of marketing material for HILAC and the Outdoor Pools.

- Liaise with internal Council teams and external contractors for the implementation of facility maintenance for HILAC and the Outdoor Pools under the guidance of Operations Coordinator.
- Provide excellence in customer service in support of Council's corporate and recreation objectives.
- Provide support, back up and escalation point for Customer Service Officers and Lifeguards while on shift.
- Provide regular evaluation and monitoring reports on daily facility operations as guided by Operations Coordinator.
- Carry out other duties as deemed reasonable and appropriate to the role as directed from time to time.

### **Marketing and Promotion**

- Assist in delivery and implementation of marketing and promotions for HILAC and the Outdoor Pools.
- Ensure signage and promotional material at HILAC and Outdoor Pools is current and within approved format.

### **Relationship Management**

- Maintain a high level of communication, motivation and training with all staff that the position supervises.
- Develop effective working relationships with internal service providers, user groups, contractors, centre members and other key stakeholders.

### **Human Resources Management**

- Lead and supervise lifeguards, including rostering, training, professional development, inductions and recruitment.
- Monitor staff performance and undertake staff appraisals and performance management evaluations.
- Train and develop employees, facilitating their understanding of procedures, manuals and task lists in relation to daily operations for HILAC and the Outdoor Pools.

### **Corporate**

- Efficient and effective utilisation of resources relevant to the operation of the facilities.
- Carry out all duties and functions in a manner that promotes good teamwork and public relations.
- Contribute to the maintenance of effective channels of communication within the Unit and with other departments.
- Identify and communicate to management any issues/concerns effecting performance or suggestions which will improve customer service quality.
- Assist in the preparation and reporting of daily financial tasks for HILAC.

- Liaise with other Coordinators and Duty Managers to achieve satisfaction of the Council Plan 2021-25, Community Public Health and Wellbeing Plan 2021-25, Recreation and Leisure Strategic Plan 2019-2029, and the HILAC Marketing Plan 2023-2025.
- Participate in the development and implementation of new programs such as Quality Assurance and Continuous Improvement.
- Ensure the monitoring and maintenance of all OHS guidelines at all facilities.

### **Extent of Authority**

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- Accountable and responsible for effective and efficient performance of all duties and key responsibilities listed above, and adherence to the position objectives as stated.
- Directly responsible and accountable to the HILAC Operations Coordinator.
- Freedom to act is governed by clear objectives and budgets with a regular reporting mechanism to ensure adherence to goals and programs.
- Responsible for the direct supervision of Lifeguards for HILAC and the Outdoor Pools.
- Commit to and adhere with Child Safety standards and Council's requirements.

### **Judgement and Decision Making**

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- Responsible for determining the importance/priority of issues.
- May involve some problem solving using guidelines, professional/technical knowledge or experience.
- Problems are occasionally complex or technical with new situations requiring some creativity and originality.
- Advice and guidance is usually available from internal contacts within the timeframe required to make a decision.

### **Specialist Skills and Knowledge**

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- Current Pool Lifeguard Certificate
- Aquatic Technical Operations Certificate
- Demonstrated experience leading daily operations within an Aquatic, Leisure or Recreation environment.
- Demonstrated experience in team leadership.
- Considerable level of computer knowledge and experience e.g. client management systems and Microsoft applications.
- Ability to manage time, plan and organise own work.
- Proficiency in written and verbal communication.

- Well-developed administrative skills.
- Excellent customer service skills.

### **Management Skills**

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- Ability to manage own time and set priorities, to meet set timelines and objectives
- Capacity to develop a knowledge of user groups and services
- Understanding of, and commitment to continuous improvement
- Ability to provide supervision, and on the job training
- Will comply with systems and policies to ensure a safe work environment by:
  - Taking reasonable care for your own health and safety and the health and safety of others within the workplace and co-operate with Council with respect to any action taken to comply with a requirement of the OHS Act
  - Not intentionally or recklessly interfere with or misuse anything provided at the workplace in the interests of health, safety or welfare
  - Contribute to OHS consultation processes
  - Prompt reporting of hazards and incidents

### **Inter-personal Skills**

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- Excellent interpersonal skills with an ability to liaise cooperatively with other members of staff, members of the public, and facility user groups and individuals.
- Ability to gain cooperation and assistance from members of the public and other employees.
- Write reports and maintain administrative systems and processes.
- Ability to resolve both customer and staff enquiries.

### **Compliance with Legislation and Policies**

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- Adhere to all current relevant codes of conduct and legislative requirements including but not limited to:
  - Southern Grampians Shire Council Policies and Procedures
  - Southern Grampians Shire Council Staff Code of Conduct
  - Privacy and Data Protection Act 2014 (Vic)
  - Equal Opportunity Act 2010 (Vic)
  - Occupational Health and Safety Act 2004 (Vic)
  - Government/Industry Codes of Conduct
  - The Southern Grampians Shire Council Enterprise Agreement

- The Municipal Emergency Management Plan
- Demonstrate a commitment to risk management principles and practices, and also maintain a safe environment for staff and the community
- Responsible for ensuring the security of Council's assets under the Officer's control
- Remain compliant with the requirements of the Occupational Health and Safety Act 2004 (Vic), and contribute to the health, safety, and wellbeing of Council employees by:
  - Implementing and monitoring compliance with workplace policies and procedures
  - Engaging with and supporting HSRs, OHS committees, supervisors, and managers
  - Conducting safety inductions and local topic specific training when required
  - Supporting/mentoring HSRs and supervisors
  - Supporting staff awareness of OHS responsibilities and accountabilities
  - Assisting with implementation of OHS plans and strategies
  - Supporting managers in activities that foster a positive OHS culture

### Qualifications and Experience

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- Current Level 2 First Aid
- Aquatic Technical Operations Certificate *(or willing to obtain)*
- Pool Lifeguard Certificate *(or willing to obtain)*
- Current Victorian Drivers Licence
- Working with Children's Check

### Key Selection Criteria

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The employee will demonstrate the following:

- Proven experience in working within a recreation or leisure facility with a sound understanding and experience in Aquatic Operations, and an ability to enhance the professionalism, customer service and technical skills of the roles supervised by the positions.
- Experience in supervising and leading work teams in an environment of continuous improvement and the ability to be an integral part of the team environment.
- Demonstrated experience in delivery and maintenance of administrative and client management systems and processes.
- Demonstrated ability to provide a high level of customer service that enhances the technical and customer service skills of the roles supervised by the position.
- The capacity to problem solve and develop solutions to issues that are the responsibility of position.

## Agreement

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I, \_\_\_\_\_ have read and understand the objectives and conditions of the above mentioned role.

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

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