

<b>Position Title:</b>	<b>Duty Manager</b>
<b>Award/Agreement:</b>	<b>TOC Industrial Agreement 2024</b> (and any subsequent agreement)
<b>Classification level:</b>	<b>Level 6</b>
<b>Directly reports to:</b>	<b>Manager Aquatic Centre</b>
<b>Positions under Direct Supervision:</b>	<b>Pool Lifeguards</b>

### Organisational Context of Position

The Town of Claremont employs over 100 staff and is responsible for the local government area of approximately 5km<sup>2</sup>. The Town has a population of approximately 11,000 people and is located in the picturesque western suburbs of Perth, Western Australia. The Town has five key goals areas: Leadership and Governance, People, Liveability, Environmental Sustainability and Prosperity.

### Organisational Mission

We exist to deliver quality services for Claremont today and to build the foundation for the future.

### Organisational Vision

The Town is a progressive, respectful, sustainable, local government supporting a connected, flourishing community.

### Organisational Values

- **Respect:** We are responsible for how we behave in our workplace and will show respect and courtesy to all of our colleagues and customers.
- **Integrity:** We are open, accountable and honest.
- **Quality Communication:** We demonstrate our respect for our community and each other through timely, accurate and understandable communication.
- **Customer Service:** Every contact with a customer is important and an opportunity to demonstrate our commitment.
- **Excellence:** Our focus is quality outcomes achieved on time, on budget.

## OBJECTIVE OF THIS POSITION

This position assists with the management of the aquatic centre and provides customers with a safe and enjoyable aquatic experience.

### Objective 1: Management and Pool Supervision

- Assist with the management of the daily operation of the aquatic area including ensuring that lifeguards and the general public are effectively supervised at all times.
- Provide diligent supervision of swimmers and patrons in accordance with established Town procedures.
- In conjunction with Management control all emergency situations in the facility whilst on duty.
- When required, provide first-aid treatment response in accordance with Royal Life Saving (WA) procedures.
- Implement relevant procedures and policies including standards of operation and public conduct.
- Oversee human resource management processes including time sheets, leave and management of casual staff rosters.
- Assist in the co-ordination of programmes including swimming lessons, coaching, diving and aqua-aerobics.
- Any other duties that assist in the overall safe, effective and efficient operation of the facility.
- Carry out other duties as requested by management which may be reasonably expected within the scope of the classification level and skill base of the employee.

### Objective 2: Maintenance and Cleaning

- Ensure a high standard of presentation of pools, buildings and surrounds whilst on Duty.
- Undertake cleaning of pool, buildings and surrounds to ensure the facility is free of litter and presented to a high standard at all times.
- Maintain the pool shells and surrounds including scrubbing pool walls, removal of bird droppings and cleaning of pool water scum lines.
- Carry out minor maintenance tasks such as water quality control, minor repairs and corrosion control.
- Assisting with equipment set up and pack down.
- Report any faults or hazards in relation to tools and equipment.

### Objective 3: Customer Service and General Administration

- Assist with overseeing the operation of the front counter, kiosk and swim shop as required including cashier transactions, reconciliation of registers and monitoring stock and merchandise levels.
- Ensure that monies received are recorded accurately, banked and reconciliations carried out.
- Conduct daily and weekly banking tasks.
- Respond to phone calls, correspondence and enquiries.
- Record all bookings and membership/enrolments and ensure that bookings are effectively managed.
- Ensure the daily headcount file is updated to assist with user group management and invoicing.
- Monitor feedback from customers and liaise with Centre manager to suggest improvements.
- Assist in administrative duties related to the supply of materials and equipment including completion of purchase orders and record keeping.
- Monitor stock supplies to ensure that levels are maintained to achieve operational efficiency, cost effectiveness and compliance to approved budget allocation.
- Manage the Centre's point of sale system including booking management and memberships.

### Objective 4: Leadership (for Managers/Senior Officers)

- Be an active, positive and contributing member of the Town's Management/ Coordinators Group.
- Provide leadership and nurture the continual development of positions under your direct supervision.
- Provide direction and achievable goal setting to team members, while setting a good example through consistently demonstrating the organisation's Values
- Prepare high quality quarterly reports and present at quarterly reporting meetings

- Maintain budgets for business units.
- Manage the Performance Assessment Cycle for positions under your direct supervision including annual review of position descriptions.
- Provide regular, consistent communication to and from team members, to support a productive and effective team.
- Provide technical advice and professional support to officers and others as required to resolve complex issues.
- Make suggestions and manage change that contributes to the efficiency and effectiveness of the Directorate.
- Oversee drafting and updating of work procedures, policies and procedures for the business unit.
- Report as required to the Director on workload, effectiveness and staff matters.
- Keep informed of current trends and initiatives and ensure involvement in continuing professional development.
- Provide positive representation of the Town at all times.

**Objective 5: Occupational Health and Safety (For Managers/Senior Officers)**

- Raising OSH awareness throughout business units.
- Facilitation of continual improvement and cultural beliefs around safety.
- Actively promote OSH and disseminate OSH information.
- Provide and maintain workplaces, plant, and systems of work such that, so far as is practicable, the employees are not exposed to hazards.
- Provide such information, instruction, and training to, and supervision of, the employees as is necessary to enable them to perform their work in such a manner that they are not exposed to hazards;
- Effectively communicate with regard to the OSH management system.
- Apply OSH and relevant legislation.
- Implement components of OSH management systems.
- Implement hazard identification, risk assessment and control.
- Implement incident investigation, reporting and record keeping.

**Objective 6: Corporate Responsibility (All Staff)**

- In all actions, be accountable and employ ethical decision making and good governance in line with Town's Code of Conduct, values, policies and procedures.
- Demonstrate an ongoing commitment to the Town's Customer Experience Charter.
- Provide a high level of customer service.
- Promote and maintain harmonious relationships in the workplace.
- Ensure efficient and appropriate use of resources.
- Promote the development of efficient work practices.
- Maintain good relations with the general public and promote Council's operations in a professional manner at all times.
- Adhere and follow the Town's Record Keeping Plan.
- Carry out other duties as requested by management which may be reasonably expected within the scope of the classification level and skill base of the employee.

**Objective 7: Continuous Improvement (All Staff)**

- Employ the mind set of continuous improvement to all work tasks.
- Support team members to review and analyse processes to identify possible improvements.
- Contribute to developing a culture of acknowledging and celebrating efforts to improve processes.

## SELECTION CRITERIA

### Essential

- Sound knowledge of pool operating procedures.
- Highly developed customer service skills.
- Computer literacy including Microsoft Word, Excel and Outlook and intermediate keyboard skills.
- Ability to work in a roster system and show flexibility in work hours.
- Effective organisational skills.
- Knowledge of chemical handling and safety precautions.
- Adhere and follow the Town's Record Keeping Plan.

### Mandatory Qualifications:

- Current Royal Lifesaving Society of WA Pool Operations Group 1, Aquatic Technical Operator Certificate.
- Leisure Institute of WA Aquatics (LIWA) accreditation for Aquatic Technical Operator.
- Current Pool Lifeguard Licence (renewed annually).
  - SISCAQU019 – Supervise patron safety in aquatic locations.
  - SISCAQU020 – Perform water rescues.
  - SISCAQU021 – Perform advanced water rescues.
  - SISCAQU022 – Provide oxygen resuscitation and therapy in an aquatic environment.
- Current Provide First Aid (renewed every 3 years).
  - HLTAID011 – Provide first aid.
  - HLTAID010 – Provide basic emergency life support.
  - HLTAID009 – Provide cardiopulmonary resuscitation (\*Recommended to be renewed annually).

### Desirable

- Previous experience as a Duty Manager at an aquatic complex.
- Previous experience in a kiosk and/or retail environment.
- Breathing apparatus certificate.
- Confined spaces certificate.
- Cash handling and bank reconciliation skills.
- Ability to effect minor repairs to plant, buildings & equipment.

## REQUIREMENTS

The Town requires all staff prior to commencing employment to:

- Provide an original qualification for sighting or a certified copy of qualification (where listed as Essential in Position Description).
- Provide for sighting 100 points of identification including at least one with a photograph (i.e. Driver's License and Passport or Birth Certificate).
- Provide a Police Clearance (at employee cost).
- Provide evidence of the Right to Work in Australia.
- Complete a pre-employment medical (Town's GP to confirm fitness to work in position) or completion of a medical questionnaire.
- Sign a change of circumstances employee declaration.

Some positions may be required to undertake other checks and verifications such as Working with Children Check and these will be specifically indicated in the Selection Criteria.

## PROBATION

Unless otherwise stated in a Letter of Offer, this position is subject to a 6 month probation period, at which time work performance will be reviewed to determine whether permanent appointment will proceed.

**Signatures**

<b>Director</b>	
Signature	Date

<b>Employee</b>	
Signature	Date