

Position description

Activity Assistant

Summary information

Section	Key Venues	Directorate	City Living
Position grade	Band 1 Level 3 Grade 3	Position type	Casual
Reports to	BVM CEO or his/her nominee	Direct reports	No
Approval limit	\$0	Release limit	\$0
Created/reviewed	December 2019	BCC number(s)	

1 Position context

- The Key Venues (KV) section is positioned within Blacktown City Council's City Living directorate
- Key Venues are administered under the authority of Blacktown Venue Management Ltd (BVM), a company wholly owned by Council acting as Council's Managing Agent
- All employees of Key Venues are employed by Blacktown City Council (BCC) and seconded to Blacktown Venue Management Ltd.

2 Position purpose

- Activity Assistants are responsible for ensuring the effective day-to-day operation of the facility through adherence to Policy and Procedures and the facilitation of a safe and enjoyable experience for all visitors to the Centre
- Act in accordance with the New South Wales Work Health Safety Act 2011, Work Health Safety Regulation 2017 and the Work Health and Safety Management (WHS) System.

3 Qualifications and experience

Essential

- Current Pool Lifeguard Certificate
- Current First Aid Certificate
- Relevant experience
- Current driver's licence
- Current Working with Children Check.

Desirable

- Knowledge of applicable legislation/ regulations
- Experience and knowledge of water testing procedures
- Experience in a similar position
- Experience working within a team environment
- Computer literate
- Demonstrated commitment to customer service.

4 Authority

The incumbent has the authority to take any reasonable action that is consistent with the responsibilities of the position and to ensure the safe and efficient undertaking of work activities.

The incumbent's authority is subject to any limitation imposed by the management team, organisational policies, procedures and work instructions.

5 Key accountabilities

Position specific

- Maintain the highest quality of operational standard including that of pool supervision on a shift basis ensuring that a safe and enjoyable environment is maintained
- Facilitate a high quality environment for the enjoyment of customers through compliance with established centre policies and procedures
- Assist and carry out facility equipment set up and program delivery
- Perform a diverse range of tasks as directed the Duty Manager as determined by the scope of the position.

Work health and safety (WHS)

- Implement, monitor and, or comply with councils WHS Management System, including but not limited to WHS Policies, Standard Operating Procedures, Risk Assessments/Work Instructions and associated system tools in their relevant work area.
- Adequately familiarise themselves with their WHS responsibilities and actively fulfill these as indicated in the WHS Responsibilities guideline WHS001.
- If this role is identified as a position with 'Chain of Responsibility' requirements, as defined by the *Heavy Vehicle National Law* (HVNL) and Regulations, you will, as far as reasonably practicable, ensure the safety of the vehicles transport activities. This is not limited to preventing breaches of mass, dimension, load, speed and fatigue laws and regulations.
- If this role is identified as a position which undertakes child-related work, as defined by the *Child Protection (Working With Children) Act 2012*, the *Child Protection (Working With Children) Regulation 2013* and the Office of the Children's Guardian, you will be required to maintain a current and valid Working with Children Check number, renewable every 5 years. In the event that there is any change to your Working with Children certificate clearance, you are obliged to report this to your Manager immediately
- WHS001 - Matrix is attached.

Corporate

- To commit to and embrace the objectives of Our Blacktown City 2036. Contributing within Council's staffing structure and program of works to deliver our corporate objectives and strategic vision.

Equal employment opportunity (EEO)

- Demonstrate appropriate knowledge of, and commitment to, EEO principles and anti-discrimination law in the workplace.

Environmental sustainability

- Act in accordance with the *Protection of the Environment Operations Act 1997*, the *New South Wales Local Government Act 1993* and seek to conserve and enhance our local environment, in consideration of Council's environmental sustainability policy through our work practices, programs and services.

6 Duties

- Actively assist as directed in induction and training of new staff in standard operating procedures and emergency procedures
- Effective deployment and use of resources, as directed
- To maintain a high quality of pool supervision
- Contribute to ensuring that high standards of cleanliness and hygiene are maintained throughout the facility at all times and procedures and schedules for facility maintenance and presentation are carried out
- Maintain a level of knowledge and competence that ensures familiarity with centre programs, operations and procedures
- Supervise the public using the facilities in order to ensure safety and enjoyment
- Liaise with the Duty Manager and other members of staff to ensure that all pool allocation and lane space is effectively used as set out on the daily booking sheet
- Ensure within the scope of the position that Work Health and Safety and pool supervision standards for the operation of public swimming pools are observed and actioned
- Operate as part of a rostered team across a seven-day facility opening period which may include morning and evening work
- Attend and actively participate in all staff meetings and training workshops, as required
- Understand and follow all centres policies and procedures to ensure consistency in service delivery
- Ensure correct uniform is worn at all times and properly maintained
- Activity Assistants shall possess a working knowledge and understanding of all relevant Centre procedures and ensure a friendly disposition to all clientele with the highest possible level of customer service
- Liaise with customers to identify needs and requirements and, through liaison with other Centre staff, ensure the provision of these services meets the customer's expectations
- Respond and deal appropriately with conflict and complaints
- Be approachable to clientele and, where possible and appropriate, responsive to their needs
- Provide support to Activities Officers and perform a variety of delegated jobs within the scope of the position
- Attend to and document all facility first aid accidents, pool rescues and incidents, as required
- Assist in setting up/setting down aquatic and dry areas for a variety of programs and events
- Assist or work in Kiosk and Administrative areas as and when required to comply with the necessary operating instructions and procedures. Such work shall involve all routine tasks associated provided that members of staff have been appropriately inducted, trained and supervised
- Complete administration and maintenance tasks as directed/required
- Promote and participate in water safety initiative
- Controlling any hazards identified and reporting those hazards that cannot be controlled
- Comply with all health and safety policies, procedures, work instructions and Codes of Practice
- Follow and complete as required daily, weekly and monthly facility cleaning duties and record compliance in operating registers

- Ensure correct procedures are adhered to when using, setting up and setting down centre equipment.
- Ensure that all centre equipment is properly stored and any damage or faults are safely isolated and immediately reported
- Liaise with other staff both within the facility, at other Key Venues and at Council to ensure the most efficient use of resources
- To actively support and foster all facility staff working together as a “team” to meet the requirements expected by the Key Venues section, BCC and BVM
- Provide leadership in appropriate circumstances
- Assist colleagues at other Key Venues as requested from time to time
- Other duties as from time to time as may be reasonably required and requested by and/or through the BVM Chief Executive Officer or his or her nominee.

7 Performance criteria

As per Council’s performance management system.

Acknowledgement and agreement			
Employee	Name		
	Signature		Date
Supervisor	Name		
	Signature		Date