

POSITION DESCRIPTION

POSITION DETAILS			
Position Title:	Aquatic Facilities Coordinator		
Position Number:	TBA	Standard Position Hours:	35 Hours
Group:	Works and Infrastructure	Unit:	Recreation Services
Salary Grade:	8	Award Band and Level:	Band 2 Level 3
Position Reports to:	Recreation & Community Facilities Coordinator		
Staff Management:	5		
Budget Responsibility:	TBA		
Date Created:	September 2017	Date Last Reviewed:	
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ORGANISATIONAL ENVIRONMENT

Cessnock City Council employs approximately 320 employees and is responsible for a local government area of approximately 1,950 square kilometres within the Hunter Valley of New South Wales, approximately 120 kilometres north of Sydney and 40 kilometres west of Newcastle.

Cessnock City Council provides a diverse range of services and facilities for the residents and visitors of the local government area. Cessnock City Council comprises of 3 Directorates;

- Works and Infrastructure
- Planning and Environment
- Corporate and Community Services

ORGANISATIONAL CONTEXT OF POSITION

The Works and Infrastructure Services directorate manages services associated with the following functions within Cessnock City Council;

- Works and Operations
- Infrastructure Management
- Open Space and Community Facilities
- Environment and Waste Services

The Open Space and Community Facilities unit is responsible for the management of community facilities, halls, centres and pools, tree and vegetation management, recreation areas and civic spaces, ovals, parks, and playgrounds and cemeteries.

WORKPLACE HEALTH & SAFETY

The Responsibilities, Authorities and Accountabilities (RAA's) applicable to this position is Level 4.

For specific WHS Responsibilities, Authorities and Accountabilities applicable to this position, refer to the WHS RAA Handbook.

The person accepting this position is required to read and comply with the RAA's applicable to this position.

PRIMARY OBJECTIVE

The primary objective of this position is assist in the management of Council's outdoor swimming pools by providing leadership, specialist advice and direction to pool staff.

The role must also build internal and external relationships and undertake marketing of the facilities. Council policy and procedures, industry standards and statutory requirements are also to be met.

KEY ACCOUNTABILITIES

1. Coordinate and manage Council's Aquatics teams and oversee the operations of Council pools, ensuring that are managed in an efficient and cost effective manner. The duties coordinated and undertaken include but are not limited to:
 - Providing leadership to pool staff, kiosk operator(s) and pool hirers.
 - Undertaking recruitment and inducting new staff
 - Coordinating the allocation of pool space
 - Review and action any entries in the daily pool operations diary.
 - Reconciling all pool income and attendance data.
 - Ordering and accepting delivery of goods and services.
 - Inducting contractors and pool hirers into the facility.
 - Ensuring that a high level of customer service is provided by all staff at all times incorporating supervision, water quality and facility presentation.
 - Coordinating and planning facility maintenance to ensure the highest standards of cleanliness are maintained.
 - Ensuring all operational records are maintained according to corporate policies, procedures and statutory requirements.
 - Maintaining accurate records using Council's Record Management System.
2. Provide effective leadership of staff, including;
 - Reviewing and managing the performance of the team;
 - Managing the workload and output of the team;
 - Ensuring the effective and efficient allocation/coordination of resources including organisation of rosters, daily work schedules and facility and operational procedures.
 - Reviewing and managing the performance of the team;
 - Managing the workload and output of the team;
 - Ensuring that work is undertaken in an accurate, timely and responsive manner;
 - Mentoring staff to ensure professional development;
 - Developing and maintaining a positive team culture, focused on teamwork and cooperation and ensuring that a positive example is set for the team.
 - Developing and maintaining a team culture which displays excellent work ethics and strives to continually improve to produce the best possible outcomes for Council.
3. Ensure the Open Space and Community Facilities Manager and Recreation and Community Facilities Coordinator are kept informed of issues relating to any matters which may affect operations or Council's relationship with customers or the general public.
4. Coordinate the professional development of pool staff to ensure the delivery of all products and services, including training, undertaking performance appraisals and competency assessments.
5. Develop and implement marketing strategies to increase patronage and revenue at Council's pools and aquatic centres.

6. Develop, implement, review and evaluate a range of aquatic and land based programs for Council's pools and aquatic centres designed to increase pool attendances and revenue.
7. In consultation with the Recreation and Community Facilities Coordinator co-ordinate promotions and advertising for the delivery of programs with a view to maximising participation.
8. Ensure that water quality is maintained in accordance with health regulations at all times.
9. Undertake benchmarking and assessment of work practices and methods to ensure that Council applies best practice work methods.
10. Ensure compliance with all statutory requirements.
11. Review and update the Pool Safe Work Method Statements, Standard Operating Procedures and Pool Operations Manual as well as other aquatic facility documentation as required.
12. Liaise and engage in a professional manner with internal and external stakeholders, ensuring appropriate consultation processes are undertaken.
13. Coordinate resources, including plant, labour and materials and identify suitability of alternative products and materials to ensure the most efficient and cost effective use of resources.
14. Maintain the health and safety of the general public and Council staff by ensuring safe work practices are adopted and adhered to in accordance with Council's WHS policy and procedures.
15. Ensure staff compliance with Council policies and procedures and work health and safety, risk, quality control, environmental protection and legislative requirements.
16. Ensure a positive image of Council is promoted throughout the community through courteous, responsive and efficient service.
17. Any other accountabilities or duties as directed which are within the employee's skills, competence and training.

POSITION SELECTION CRITERIA

Essential

1. Certificate IV in Community Recreation (specialising in Aquatics); or equivalent industry qualification
2. Demonstrated minimum 5 years' experience in a similar role, including demonstrated knowledge of maintenance and operation of pool plant, experience in developing, marketing and promoting programs and facilities and management of kiosk sales.
3. Demonstrated sound experience in managing a team, including rostering, budget management and achieving results within time, quality and cost targets, with proven leadership skills and the ability to foster an environment based on teamwork and cooperation.
4. Demonstrated experience in allocation of spaces with the use of leisure management software.
5. Well developed interpersonal, written and verbal communication skills, including the ability to build effective working relationships with people at all levels of the organisation, contractors and external stakeholders.
6. Demonstrated sound negotiation, problem solving and conflict resolution skills.
7. Demonstrated commitment to providing superior customer service to both internal and external customers.
8. Demonstrated administration skills and experience including well developed computer skills in the Microsoft Office Suite, Adobe Acrobat and online incident reporting, online requisitioning of materials etc.
9. Demonstrated sound knowledge and understanding of:
 - Public Swimming Pool and Spa Pool Advisory Document
 - Guidelines for Safe Pool Operation
 - Practice Note.15 (Water Safety)
 - Workplace Health and Safety requirements
10. Demonstrated energetic, innovative and decisive leadership style, with the proven ability to drive change, trial and develop new work practices and support, encourage and develop staff.
11. Ability to work weekends and flexible hours.

Essential Certificates, Licences and Tickets

1. Holder of all the following;
 - Working with Children Check clearance number
 - Current Class C driver's licence
2. Holder of current, or willingness and ability to obtain, Senior First Aid Certificate.

Highly Desirable

1. Previous training in the following;
 - Armed hold-up response
 - Sharps handling
 - Emergency asthma management
2. Previous experience using Links point of sale system.

SIGNATURE

Employee

Full Name:

Signature:

Date: