



POSITION DESCRIPTION

Position Title	Operations Supervisor	
Directorate	Planning	
Service	Sport and Recreation - Aquatics	
Responsible to	Operations Team Leader	
Position Supervises	Direct: All lifeguards, gardeners, cleaners Indirect: Nil	
Position No.	IW1141	
Status	Permanent full-time	
Hours	Based on 35 hours per week The Inner West Council Aquatics Facilities operate for 7 days per week from early morning to late evenings. This position will be required to work at other IWC Aquatics Facilities either on an ad hoc basis, rotational basis, or as part of a deployment to another facility.	
Salary Point	23 - 30	Band/Level: 2/2
Pre-employment checks Legislative requirements	<input type="checkbox"/> Working with Children Check <input type="checkbox"/> Police Check <input type="checkbox"/> Pre-employment medical	
Date reviewed: July 2020		Reviewed by: Senior Manager Sports and Recreation

POSITION PURPOSE

Ensure the efficient and effective operations of the pools. Checking and compiling of daily, weekly and annual reports and adherence to relevant legislation effecting swimming pool operations in conjunction with the Operations Team Leader.

SELECTION CRITERIA

Inner West Council is committed to the principles of Equal Employment Opportunity, Work Health and Safety, sustainability, continuous improvement and business excellence. The community is at the heart of the organisation and Council puts its values of integrity, respect, innovation, compassion and collaboration at the centre of everything we do. Employees are expected to demonstrate commitment to these values in performing their respective roles. In addition to these, the following criteria outline those that are relevant to this specific position.

Essential Criteria

1. Certificate III in Aquatics and Community Recreation with all the specific competencies in Aquatic Technical Operations or equivalent industry qualifications
2. Demonstrated experience in swimming pool operation and supervision.
3. Current Pool Lifeguard Licence, Application of First Aid Certificate, Advanced Resuscitation, and Oxygen Equipment.
4. Proven ability to take responsibility for safety of patrons.
5. Interpersonal communication and customer service skills.
6. Team leadership and problem-solving skills.
7. Proven ability to operate and control grounds and facilities of a multi- purpose or heritage pool.
8. Ability to meet Child Protection Act requirements.

Desirable Criteria

1. Certificate IV in Sport and Recreation with competencies in Aquatics and Management or equivalent industry qualifications.
2. Computer skills and cash handling experience.
3. A passion for health, fitness and wellness.

KEY DUTIES, ACCOUNTABILITIES & RESPONSIBILITIES:

- Supervise pool safety by leading, selecting and training lifeguards
- Monitor the maintenance and repairs of the aquatic center's pool plant and equipment.
- Ensure water quality and cleaning is of the required Industry standards including the NSW Health Department and Sydney Water.
- Efficiently and smoothly operate shifts at the aquatic centre on a day to day basis
- Record work duties, plant operations and water testing as required by NSW Health and Practice Note 15
- Ensure safe environment for all pool users engaged in Aquatic programs.
- Be responsible for security of the aquatic centre, especially at opening and closing times.
- Ensure optimum use of the aquatic centre and resources and their proper care and maintenance and report repairs as required.
- Supervise the team of lifeguards to achieve objectives and targets and organise relief staffing on shifts.
- Ensure water quality and a safe swimming in accordance with regulatory authorities.
- Take responsibility and ensure accidents and incidents are dealt with in a professional manner and in accordance with protocols
- Ensure highest level of customer service.
- Participate in training including lifeguard skill updates, on the job training.
- Develop staff procedures, and assist staff in gaining further qualifications.
- Prepare accurate and concise reports as required.

- Act as a lifeguard during times on duty as required.
- Undertake or take responsibility for grounds maintenance
- Be responsible for the application of first aid principles in all areas of the Centre, as needed, especially in E.A.R. & C.P.R.
- Confer required repairs with trades people.
- Implement EEO & WHS responsibilities and ensure safe work practices
- Carry out such other duties as may be instructed by the Operations Team Leader or Centre Manager from time-to-time.
- Actively participate in a rotating Senior Site Person roster

KEY RELATIONSHIPS:

Internal: Operations Team Leader, Centre Manager Lifeguards, Aquatic Centre Coordinators, general aquatic staff.

External: Including but not limited to service providers for facilities management, users of Council's community facilities, local residents, contractors, schools, clubs and local and state government agencies and organisations.

WORK HEALTH AND SAFETY RESPONSIBILITY STATEMENT

SUPERVISORS / TEAM LEADERS / GANGERS

LEVEL 5

Level 5 Supervisors, Team Leaders and Gangers have the responsibility to ensure that they perform their duties in accordance with their job description, Council's policies, procedures and safe working practices and comply with Work Health & Safety legislation. They must also ensure employees and non-employees within their area of control comply with the Work Health and Safety legislation in performing their stated duties in accordance with Council policies, procedures and safe work practices. These responsibilities are performed by:

Responsibilities	Performance Measures
<ul style="list-style-type: none"> Ensuring all appropriate actions are taken to implement the Health and Safety policy, procedures to satisfy legislative requirements. 	<ul style="list-style-type: none"> Evidence of promotion of, and conformance with, Council policies and procedures
<ul style="list-style-type: none"> Ensuring regular monitoring of Health and Safety performance in the area of their responsibility. 	<ul style="list-style-type: none"> Conducting Workplace inspections, development of a hazard register, conducting Audits where appropriate. Analysis of accident/incident trends Regular team meetings Use of the hazard reporting process
<ul style="list-style-type: none"> Commitment to WH&S 	<ul style="list-style-type: none"> Visibly showing commitment to health and safety through participation in formal and informal discussions, workplace visits and hazard inspections etc
<ul style="list-style-type: none"> Undertaking accident/incident investigations 	<ul style="list-style-type: none"> Evidence of documented and signed accident investigation forms
<ul style="list-style-type: none"> Liaising with Health and Safety representatives in relation to workplace Health and Safety issues. 	<ul style="list-style-type: none"> Regular meetings with WH&S rep
<ul style="list-style-type: none"> Improving health and safety performance 	<ul style="list-style-type: none"> Initiating action based on audit, inspection results and feedback from staff
<ul style="list-style-type: none"> Undertaking regular inspections to assist in the identification of hazards 	<ul style="list-style-type: none"> Development of a schedule of inspections Completed inspections
<ul style="list-style-type: none"> Attending health and safety meetings 	<ul style="list-style-type: none"> Evidence of signed/ documented minutes
<ul style="list-style-type: none"> Providing new employees with Health and Safety induction training and specific job training where required 	<ul style="list-style-type: none"> Employee inductions complete. Evaluation of induction by employees
<ul style="list-style-type: none"> Facilitating rehabilitation for injured employees 	<ul style="list-style-type: none"> Evidence of signed return to work programs Selected duties register
<ul style="list-style-type: none"> Ensuring employee awareness of Health and Safety management systems and specific workplace hazards 	<ul style="list-style-type: none"> Regular documented meetings with staff Conducting random inspections to ensure that correct WH&S procedures are being implemented by staff
<ul style="list-style-type: none"> Providing a clear definition, in writing, of all work procedures 	<ul style="list-style-type: none"> All work instructions are documented and provided to staff with explanation
<ul style="list-style-type: none"> Developing health and safety procedures 	<ul style="list-style-type: none"> Development of specific procedures where required
<ul style="list-style-type: none"> Knowledge of WHS and related legislation 	<ul style="list-style-type: none"> Attendance at training sessions

Applicant Declaration

I, have read and understood the position description for the
Operations Supervisor as detailed in this document.

Signature:

Date: / /