



Duty Officer - Aquatics

POSITION PROFILE

Division	Shire Services	Status	Permanent full time & Part time.
Unit	Sutherland Shire Leisure Centres	Salary Grade	Grade 6
Reports to	Duty Officers, Senior Duty Officers, Team Leader Pool Operations	Reviewed	January 2023

STRATEGIC INTENT

To promote and ensure public safety within the Sutherland Leisure Centres Business Unit.

POSITION PURPOSE

The Duty Officer - Aquatics position carries technical, supervisory and administrative responsibilities.

The Duty Officer - Aquatics is the point of contact and officer in charge at a centre for a range of elements including plant and equipment, administration and providing on site day-to-day supervision ensuring public safety to all community user groups.

POSITION OUTCOMES AND ACCOUNTABILITIES

OUTCOME TO BE DELIVERED	PERFORMANCE STANDARD
Pool Lifeguard standards are maintained in compliance with Sutherland Leisure Centres procedures and RLSS guidelines.	<ul style="list-style-type: none">Follow and comply with all Leisure Centres operating procedures.Follow and comply with all Leisure Centres emergency procedures.Comply with RLSS GSPO.Maintain safety to the public and co-workers.
Customer service standards maintained.	<ul style="list-style-type: none">Follow and comply with Councils and Leisure Centres customer service policies and procedures.Deliver excellent customer service.
Maintenance of hygiene and cleaning requirements.	<ul style="list-style-type: none">Schedules, checklists and recording completed to maintain hygiene and cleaning standards.Ensure centres are maintained to agreed standards and schedules are met
Plant Maintenance and water testing	<ul style="list-style-type: none">Schedules, plant log and recording completed to comply with NSW Health guidelines.Ensure EPA requirements with respect to leisure centre operations and good practice are met as per proceduresEnsure all plant and equipment is in good working order and pool water is compliant within industry standards and NSW Health.
Knowledge of appropriate legislation and codes.	<ul style="list-style-type: none">Adherence to legislation and codes
Self-development and Training	<ul style="list-style-type: none">Ensure certification is completed prior to expiry date

	<ul style="list-style-type: none"> • Update and attend required training identified by Management and Council • Attend all meetings/training
Staff development and Training	<ul style="list-style-type: none"> • Demonstrated continuous growth in skill and knowledge • Quality of coaching, guidance and assistance provided to staff • Ensure matters involving staff, recruitment, discipline and assessment, are undertaken in a timely and pro-active manner
Administration	<ul style="list-style-type: none"> • Satisfactory completion of general administration duties allocated by the Supervisor or Manager • Maintain adequate records • Administer, control and provide a safe environment for staff collecting and recording cash as per cash handling policy. • No instance of deliberate fraud or misappropriation of funds. • Ensure centre policies and procedures are adhered to at all times • Adhere to delegated authority

SELECTION CRITERIA / SUCCESS PROFILE

Qualifications, Certificates or Licences	Essential	<ul style="list-style-type: none"> • Senior First Aid Certificate • Pool Lifeguard Licence (RLSS) • Pool Operations Certificate
	Desirable	<ul style="list-style-type: none"> • Drivers licence • Technical Trade Certificate in any of the following trades related to plant operations / maintenance / assessment. • Customer Service Training • Work Health and Safety Training.
	Essential	<ul style="list-style-type: none"> • Demonstrated experience of staff/contractor supervision of at least 6 people in a high demand, customer group focused environment. • Hygiene standards in high usage environment. • Water treatment and plant operations competency. • Knowledge of NSW Health Standards for public swimming pools and spas. • Demonstrate ability to work unsupervised to achieve daily goals and apply initiative to problem solving. • Knowledge of Work Health and Safety requirements.
	Desirable	<ul style="list-style-type: none"> • Experience in similar working environment. • Demonstrated knowledge of EPA requirements. • Effective written and oral communications. • Basic computer skills in Word and Excel programs. • Experience in rostering and scheduling staff to deliver a programmed service over 7 days / week all year round.
Experience or skills		

CORE CAPABILITIES

Attributes	<ul style="list-style-type: none"> • Decision making: Achieving desired outcomes by evaluating and identifying options, and involving others in decisions affecting them. • Goals oriented: Works to achieve self-set goals, taking on challenging tasks when necessary in order to achieve them. • Critical thinking: Ability to make decisions, examine work activities and work under pressure. • Communication skills: A high degree of motivation and communication skill together with the ability to supervise small teams and direct staff. • People skills: Have a positive attitude at all times, support and foster good public relations. • Team focussed: Are able to work as a team member and liaise effectively with staff at all levels within a work environment. • Personal attributes: Highly motivated, reliable, trustworthy and enthusiastic. Present well at all times.
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OUR VALUES

Behaviours	<ul style="list-style-type: none"> • Collaborate - be open and welcoming, genuinely connect to others, include others, work together as one • Achieve - be enthusiastic and optimistic, make a positive contribution, set goals to be the best you can be, deliver every day • Respect – be honest and trustworthy, do what you say you will put yourself in the other person’s shoes, listen to what’s important to others • Evolve– stay up to date, take on new opportunities, think creatively about solutions, be a big picture thinker
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CORPORATE OBLIGATIONS

Employees	Casual and Permanent Lifeguards direct reports.
Delegations	Authority to operate within the Delegations attached to the position
Risk Management	Managing work practices to mitigate all identified risks, identifying and reporting additional risk and threats and assist in devising strategies to mitigate these risks.
Financial Management	Confirm cash count and balancing by way of counter signing for tallies, as required and assist with customer service.
Workplace Health and Safety	Comply and co-operate with WHS policies, procedures, instructions and safe systems of work.
Code of Conduct	All employees are responsible for adhering to Council’s Code of Conduct and the policies and procedures that support it
Workplace Behaviour & EEO	All activities must comply with Council’s Workplace Behavior Guidelines.

Enterprise Content Management	Comply with Council's Enterprise Content Management Determination and associated guidelines including creation of appropriate records in Council's records management system and proper custodianship of records to ensure against loss, removal or destruction
Continuous Improvement	Work with Managers and Supervisors to improve practices and recommend changes where appropriate.
Customer Focus	Championing an exceptional customer experience, and evaluating customer satisfaction in order to continually improve service delivery
Procurement	Activities are conducted in accordance with the Purchasing Policy and Procedures to provide transparency and cost effectiveness in procurement

SPECIFIC CONDITIONS OF EMPLOYMENT

- Maintain all essential qualifications.
- Attend In-house training sessions.
- Attend staff meetings.
- Available to work a 7 day roster across the Business Unit.
- Available to across the spread of hours that the facility is open.
- Available to work across all centres.
- Sufficient fitness must be maintained in order to work in this position.