

Position Description

Operations Coordinator – Aquatic Facilities



Position Title:	Operations Coordinator - Aquatic Facilities	Position Number:	
Division:	Community and Natural Resources	Job Grade:	JG 7
Unit:	Recreation Services	Award base:	35 hours
Unit Leader:	Manager Recreation Services	Reports to:	Manager Recreation Services
Supervises:	Aquatic Centre Supervisors; Aquatic lessons and programs supervisor		
Date Created /Revised:	Created November 2016		

Primary Objective

- To ensure the provision and development of high quality, sustainable services and facilities at the Tweed Regional Aquatic centers.
- Lead and develop the aquatic facilities lifeguard, programs and administrative staff to provide high level customer service.

Values Statement

What we value
Living and loving the Tweed.
We look after people and places, explore all opportunities and
are proud of our passionate approach.
We care about each other, choose to be here, and are in this together.
We have conversations where everyone can contribute and we are willing to have a go.
We put back in to make a difference,
so that our Tweed community is even better tomorrow than it is today.

External Environment

Tweed Shire is one of the fastest growing areas in New South Wales. The Shire also has the second highest biological diversity of any area on the Australian Eastern seaboard.

Organisational Environment



Position Description

Operations Coordinator – Aquatic Facilities



COMMUNITY AND NATURAL RESOURCES DIVISION

The Community and Natural Resources Division is responsible for the Management of Waste, Natural Resources, Recreation Services and Community and Cultural Programs throughout the Shire.

Recreation Services Unit:

The Recreation Services Unit is one of four areas within the Community and Natural Resources Division and is responsible for the management and strategic development of Council-controlled parks and recreation facilities, swimming pools, cemeteries, civic centre buildings, public toilets and surf life saving within the Shire.

The work environment is busy, responsive to customer demands and requires regular adjustment of priorities and activities.

Council is committed to the principles of ecological sustainability in all operations and responsibilities.

The Position

The position will be responsible for the provision of high quality facilities and service across Council's Tweed Regional Aquatic centers (TRAC). The position will take a lead role in developing and implementing an aquatic facilities business plan and has a particular responsibility to:

- Manage, control, develop and grow the aquatic programs and operations.
- Promote the facilities and establish the TRAC brand within the community
- Ensure aquatic facilities meet all relevant guidelines and legislative requirements.
- Lead and develop a team of aquatic facilities lifeguard, programs and administrative staff to provide high quality customer service
- Provide accurate financial and attendance reports and respond as required to ensure the on-going sustainability of the facilities.

The position will lead the aquatic facilities staff to develop a high level customer focused aquatic service. The position requires thorough knowledge of the aquatics industry and related legislation and guidelines with a particular responsibility for ensuring legislative and statutory compliance.

It is essential that the incumbent possess the ability to determine what needs to be done, how it will be done and who will do it with the ability to direct and motivate all involved parties and to resolve conflict.

The position will be responsible for the implementation of the recently developed Aquatic Facilities Business Plan and to this end, initiating recommendations for the development and implementation of programs and capital works that optimise the service delivery to the community while minimising the cost to Council to operate the facilities.



Position Description

Operations Coordinator – Aquatic Facilities



The position is required to effectively control the aquatic facilities annual budgets, provide regular performance reports and assist with the preparation of annual operational and capital works estimates.

The position will be required to develop and nurture community and customer relationships and regularly monitor, report and make recommendations based on customer satisfaction research.

This position uses Technology One Electronic Content Management (ECM and Ci) software to comply with organisational and legislative record keeping requirements and other proprietary software including the point of sale system (LINKS) to provide detailed performance reports to management.

The work of the position includes, but is not limited to, the following:

Key responsibility areas	Associated key duties
1. Customer Service	<ul style="list-style-type: none">• Drives a customer focused culture throughout the team• Ensure services are consistent with Council standards.• Develop and maintain effective partnerships with key stakeholders and all customers, internal and external.• Promptly attend to all customer enquiries in a courteous and effective manner.• Treat customers in an aggrieved, emotional or difficult situation with empathy and sensitivity.
2. Business Development	<ul style="list-style-type: none">• Prepare plans for the physical development of the TRAC assets.• Conduct financial feasibility assessments and business cases for development proposals.• Prepare annual business plans and report on progress• Undertake a review of operating structure and systems documenting areas of potential improvement and concern.• Take a leading role in the successful implementation of the Aquatic Facilities Business Plan• Conduct research and analysis to generate data and information relevant to the aquatics industry to inform future strategy and facility development.• Be politically aware with respect to the profile of Council's aquatic centres, the substantial cost involved in providing these services and the very frequent customer interactions that need to be managed.
3. Operational Management	<ul style="list-style-type: none">• Coordinate the delivery of services of the aquatic facilities in line with the approved annual budget allocation.• Develop, implement and maintain systems to ensure legislative and statutory compliance with various Acts, Regulations and Practice Notes.

Position Description

Operations Coordinator – Aquatic Facilities

	<ul style="list-style-type: none"> • Prioritise tasks, activities and resources based on relevant information in line with organisational objectives. • Develop, implement and maintain policies and procedures relevant to all areas of the aquatic facilities. • Maintain working documents, financial information and records in accordance with corporate and statutory requirements. • Develop and implement maintenance procedures which enable timely repair of any plant and equipment or associated infrastructure.
4. Financial Management	<ul style="list-style-type: none"> • Prepare annual operational and capital works estimates. • Monitor and regularly report against revenue targets for key service areas • Control annual budgets effectively. • Provide reports on the financial performance of aquatic facilities as required and amend fee structure and recording of data to facilitate sound financial and performance management. • Critically monitor expenditure and respond to significant variations. • Develop and maintain indicators for key operational areas and specific capital works projects.
5. Staff Management and Development	<ul style="list-style-type: none"> • Lead TRAC staff to achieve excellence by the establishment, maintenance and management of performance requirements. • Develop and maintain team loyalty, cohesion and team membership between members of the TRAC staff. • Consult with staff members on the effective delivery of aquatic services to all customers. • Reinforce the importance of defined performance requirements through setting a positive personal example. • Identify training and development needs of staff directly supervised. • Provide and coordinate on-the-job training as required. • Recruit and select staff adhering to EEO principles and Council's recruitment Policies and Procedures. • Ensure new staff members are inducted into the work place. • Recommend disciplinary action to be taken when required. • Authorise timesheets, overtime and leave requests. • Plan and coordinate staff work activities and rosters. • Ensure staff compliance with all requirements of Council policy/protocol and operational requirements within area of control.



Position Description

Operations Coordinator – Aquatic Facilities



	<ul style="list-style-type: none"> • Resolve minor conflicts between staff, management, other Tweed Shire Council staff and members of the community • Performance management of direct reports and ensures same is carried out for all employees under positions control • Mentor staff to facilitate development and continuous improvement. • Escalate disciplinary action for breaches of Policies, Procedures and Programs in accordance with Policy.
6. Risk Management	<ul style="list-style-type: none"> • Implement a systematic approach to avoiding, reducing and controlling risks. • Identify and actively manage emerging issues and areas of risk for program policies, standards and systems. • Balance the cost of managing risk against any benefits from taking the risk.
7. Communication and Consultation	<ul style="list-style-type: none"> • Prepare complex and detailed reports, proposals and submissions to Manager and Director as required. • Resolve unusual customer enquiries or problems. • Utilise conflict resolution and/or negotiation skills as determined by the situation. • Participate and lead as required, meetings and group discussions. • Make formal presentations as required at community meetings and public forums. • Train and/or facilitate groups as required.
8. Marketing and Promotion	<ul style="list-style-type: none"> • Coordinate and deliver effective marketing plans and strategies • Participate and lead promotion of TRAC at community engagement and promotion events • Manage and contribute to the research program to determine customer satisfaction levels and areas of product/service improvement.
9. Capital Works Program	<ul style="list-style-type: none"> • Responsible for implementation of capital and planned maintenance programs to ensure infrastructure is presented at the optimal standard. • Monitor the works program to ensure time and cost targets are met and/or develop alternative options for Manager consideration. • Provide regular progress reports to the Manager. • Ensure all works are finished to the required standard and that Council policies with respect to purchasing and work safety are adhered to. • Liaise with unit staff, other Council employees and external contractors in a professional manner so as to ensure works progress in a timely and acceptable way.



Position Description

Operations Coordinator – Aquatic Facilities



As a member of the Recreation Services Unit the position requires attention to detail, flexibility, the ability to contribute to the provision of client services across the work of the Unit, the capacity to respond to a busy work environment and provide other team members with assistance in times of high demand.

The position will apply Council's Enterprise Risk Management Policy and Protocol objectives as they relate to the position.

Health Safety and Environmental System (HSES) Responsibilities:

In accordance with Council's Work Health and Safety Responsibility, Authority and Accountability Protocol this position has been deemed to fall within the following categories:

Category 4 – Supervisors - Office Based

(For the purpose of this protocol the term supervisor covers all other office based positions, irrespective of title, with responsibility for the supervision of staff)

Supervisors are to ensure that all the requirements of the WHS Management System are adhered to and to monitor staff to ensure compliance.

Category 8 – All Employees

All employees are required to perform their duties in accordance with their relevant position description, WHS Risk Assessments, Safe Work Methods Statements, Standard Operating Procedures and site specific requirements and instructions.

For a complete list of the WHS Responsibilities, Authority and Accountabilities of this position staff are to refer to the Protocol located on Council's intranet site:

[http://tscdotnet/Download.aspx?Path=/OMS/Documents/WHs Responsibility, Authority and Accountability 2.3.pdf](http://tscdotnet/Download.aspx?Path=/OMS/Documents/WHs%20Responsibility,%20Authority%20and%20Accountability%202.3.pdf)

WHS Training Requirements

The WHS training requirements for this position as per the WHS TNA are:

Online Safety Induction Program	Local Area Level 2 Work Activity Induction	Injury Management for Managers and Supervisors
Confined Spaces – working in and emergency rescue	Hazardous Chemicals – Awareness and ChemAlert	

Position Description

Operations Coordinator – Aquatic Facilities



Infection Control and Immunisation Requirements:

This position has been identified as potentially being at risk of exposure to vaccine preventable disease(s). The potential for occupational exposure is as follows:

Tasks/ Working with	Hepatitis A	Hepatitis B	Tetanus
All outdoor workers			<u>X</u>

It is a requirement of this position that all incumbents undertake the recommended course of immunisation for all diseases outlined.

Organisational and External Relationships:

Organisational relationships

- All Council Units and teams
- Councillors

External Relationships

Aquatic facilities customers
Swimming Clubs
Schools
Suppliers
Royal Lifesaving Australia
Relevant State Government Agencies

Within the context of the position, the incumbent is also responsible for:

- maintaining work standard quality
- continuous improvement of procedures and systems
- provision of quality customer service.

Location of Position:

The position will be required to work out of any of Council's administrative offices, Depots or any other location within the Shire as directed by the supervisor.

Probationary Period:

The position incumbent will undergo a 3 months probationary period. Where deemed appropriate, the probationary period can be extended by the relevant Director for no more than a further 3 month period. Successful completion of the probationary period will result in confirmation of the appointment.



Position Description

Operations Coordinator – Aquatic Facilities



Verification of Qualifications:

Guidelines

- All original certificates or certified (by the institution) academic transcripts must be sighted by Council. Cost of providing documentation is to be borne by applicant.
- To facilitate the verification of qualifications written permission must be given to the Tweed Shire Council for the relevant educational institution to be contacted.
- Falsely claiming qualifications will lead to dismissal and/or prosecution for any relevant offence.
- Applicants to sign a certificate declaring that qualifications are genuine and that if falsely claimed can lead to dismissal.

Working with children checks:

The position is subject to the requirements of the Child Protection (Working With Children) Act 2012 and associated Child Protection (Working With Children) Regulation 2013, with confirmation that an applicant holds a valid NSW Working With Children Clearance being required before an offer of employment can be made.

Position Description

Operations Coordinator – Aquatic Facilities



Required Personal Attributes, Knowledge and Competence

Selection Criteria

Personal Attributes:

Personal Attributes and Cultural Fit will be addressed at interview.

Council is seeking personal attributes and work values consistent with Council's Corporate Values.

Knowledge and Competence: (to be addressed in full when making application)

1. Tertiary qualifications in Business, Facility Management or other relevant discipline plus demonstrated substantial experience in managing and developing aquatic or leisure facilities or other relevant businesses.
2. Demonstrated understanding of and expertise in current practices, policy directions, and key legislation and guidelines relating to the management of aquatic facilities, and the application of quality and continuous improvement.
3. Demonstrated experience and quantifiable results in marketing and promotions.
4. Demonstrated leadership skills including the ability to provide staff with clear objectives, inspire a positive attitude to work and to succeed and steer others towards successful goal and task accomplishment.
5. Proven experience in, controlling budgets, undertaking cost benefit analysis, managing priorities to meet business planning, program and statutory requirements, assigning tasks and coordinating resources to achieve required results.
6. Demonstrated ability to schedule and coordinate minor capital works to successful & timely completion.
7. Demonstrated negotiation and influencing skills. The ability to create consensus, resolve disputes and broker agreement to proposals and ideas.
8. Highly developed communication skills including dispute resolution, and the ability to effectively communicate with key customers, including swimming clubs, schools and general aquatic facility users.
9. Demonstrated analytical and investigative skills combined with policy development experience.
10. Advanced computer skills, including data processing, MS word and excel and desktop publishing.

