



WHITEHORSE CITY COUNCIL POSITION DESCRIPTION

DUTY MANAGER

Classification: Band 4	Effective Date: August 2022
Reports to: Operations Coordinator	Tenure: Permanent / Casual / Full Time

Goal Statement

The position will contribute to the operation of a multi-faceted leisure facility through the provision of supervisory duties to ensure a high level of patron safety and supervision.

Key Responsibilities

Position Specific Responsibilities

- Ensure the smooth daily running of the Centre while on shift.
- Ensure effective opening, closing and security of the Centre in accordance with Centre policies.
- Ensure all employees are working in accordance with safe work practices, following Guidelines for Safe Pool Operation, guidelines for the operation of equipment and Council's OHS policies and procedures.
- Provide a positive role model for staff.
- Provide equitable and sound supervision of staff, (including ensuring appropriate training, development and motivation) to ensure that team minimum standards are maintained at all times.
- Provide leadership and training to all staff and address any minor performance matters.
- Ensure the safety of patrons in the Centre, respond to first aid and emergency situations and provide guidance and support to Centre staff responding to first aid and emergency situations in accordance with Centre procedures.
- Ensure Centre cleanliness is maintained to a high standard and reporting is completed as required.
- Provide excellent customer service to all patrons in accordance with Centre policies, including the provision of accurate and courteous advice.
- Positively promote the Centre and its programs.
- Treat all patron information in accordance with the Privacy Act.
- Monitor and maintain water quality and ratios within the required regulations.
- Monitor pool plant operations, chemical dosing and filtration requirements and report and action appropriately.
- Monitor maintenance issues that arise and action and report as required
- Monitor and report on stock and consumables.
- Oversee the accurate performance of cash-handling procedures in accordance with Centre procedures, including floats, end of shift, end of day, change and cash pick-ups.
- Undertake reception duties as required, including undertaking accurate cash handling duties in accordance with Centre cash handling procedures.
- Conduct membership sales as required.
- Maintain relevant records, databases and assist in the completion of reports for required areas.
- Provide feedback, input and operational knowledge into the development, review and improvement work practices, service levels, standards and Centre policies and procedures.
- Act as Chief Warden in emergency evacuations as required.
- Provide ongoing support to the Operations Co-ordinator and assist with any delegated tasks or responsibilities.
- Complete administrative tasks as required.

Corporate Responsibilities

- Ensure adherence to all Corporate Policies, Procedures and the Organisational Goals and Values Principles in the current Whitehorse City Council Collective Agreement by all staff under supervision.
- Adhere to professional standards as set out in Guidelines for Safe Pool Operations (GSPO) published by Royal Life Saving.

- Ensure the organisation is aware of and compliant with relevant statutes and legislation.
- Identify and develop changes to policy and procedure in areas of responsibility.
- Ensure that risk management principles are adopted in all decision-making processes within the team.
- Undertake identification, reporting and resolution of risk management activities (including that staff are appropriately trained) and ensure that all relevant operating procedures provide for a safe working environment.
- Apply sound financial management techniques to team budget processes.
- Ensure appropriate care and use of assets and equipment.

Authority

Budget: Nil

Staff Responsibility: The position will assist in the supervision of all Centre staff on designated shifts.

Decision Making:

- The position has the authority to act within clearly documented operational guidelines.
- The position has the authority to select the particular method, process or equipment to be used from a range of available alternatives in order to achieve Centre objectives. This will include quantifying the amount of resources required.
- Guidance will always be available within the time available to make a choice via contacting the on call phone when they are not present in the Centre.

Key Relationships

- The position will liaise with other team members, key staff, patrons, suppliers and contractors.

Selection Criteria (Essential)

Qualifications/Certificates/Licences and Experience

- Pool Lifeguard Award (including defibrillation qualification) and experience as a Lifeguard.
- Staff supervision experience.
- Level 2 First Aid Certificate.
- CPR Qualification.
- Satisfactory National Criminal History Check.
- Current Working with Children Check. (*)
- Anaphylaxis Management Certificate (or willing to obtain prior to DM employment)
- Emergency Asthma Management Certificate (or willing to obtain prior to DM employment)

Technology

- Good skills in Microsoft Office.
- Good skills in point of sale and EFTPOS.

Other technical skills

- Excellent customer service skills.
- Thorough understanding of the processes and procedures used within a leisure facility.
- Understanding of pool plant rooms including water treatment and air handling.
- Accurate cash handling skills.

Interpersonal

- Excellent oral and written communication skills to enable positive interaction with and gain cooperation and assistance from patrons and other employees.
- Appreciation of the different needs of individuals and the ability to convey tolerance and sensitivity to patron's values and beliefs.
- Friendly, enthusiastic and professional approach.
- Ability to write standard reports.

Leadership/management:

- Ability to work as part of a team and individually under regular supervision.
- Ability to plan work at least one week in advance across a variety of areas.

- Ability to provide direction, leadership and on the job training and assist other employees in their duties where required, including assisting in the development and monitoring of staff training and personal development through on-shift coaching and support.
- Good knowledge of HR and OHS policies and practices relevant to the role and the employees being supervised.

Other Attributes (Desirable)

- Emergency Management Experience
- Pool Operators Certificate

Notes and comments:

- The position includes inherent physical requirements. Please refer to the Physical and Functional Requirements Checklist for more information. Short listed candidates may be required to attend a pre-employment medical examination.
- Employees must be able to successfully complete the physical requirements as set out in Guidelines for Safe Pool Operations (GSPO) published by Royal Life Saving.
- The position may be required to attend out of hours meetings and training sessions.
- The position may be required to work from different locations within the municipality.
- The position may be required to work shifts anywhere within the Centre's ordinary spread of hours:
 - Monday to Friday 4.30am – 11.00pm
 - Saturday 4.30am – 8.30pm
 - Sunday and public holidays 7.00am – 8.30pm

(*) Employees under the age of 18 are exempt from requiring a Working with Children Check. However, the exemption ceases to apply the day they turn 18. Therefore, these employees need to have applied for a WWCC on the day they turn 18. Receipts should be submitted to the Coordinator by the employees 18th birthday.

Key Selection Criteria:

1. Thorough understanding of the processes and procedures used within a leisure facility.
2. Excellent oral and written communication skills to enable positive interaction with and gain cooperation and assistance from patrons and other employees.
3. Ability to provide direction, leadership and on the job training and assist other employees in their duties where required, including assisting in the development and monitoring of staff training and personal development through on-shift coaching and support.
4. Understanding of pool plant operations.
5. Ability to multi task and deal with competing demands and definitive time lines for task completion.

EMPLOYEE NAME:			
Employee Signature:		Date:	

PHYSICAL REQUIREMENTS FOR POSITION

POSITION TITLE: Duty Manager

LOCATION/DEPARTMENT: Aqualink Box Hill/Aqualink Nunawading

TASK DESCRIPTIONS (Tick relevant frequency)

Task	Performed Often (5+ times a shift)	Performed Sometimes (2-4 times a shift)	Never/Rarely Performed (Up to once a shift)
Keyboard duties		✓	
Reading tasks	✓		
Writing tasks	✓		
Sitting (extended periods)			✓
Walking/standing (briefly)	✓		
Walking/standing (extended)	✓		
Driving car/utility/truck			✓
Lifting/carrying duties < 20 kgs	✓		
Lifting/carrying duties >20 kgs	✓		
Pushing/pulling tasks < 20 kgs	✓		
Pushing/pulling tasks >20 kgs		✓	
Bending/kneeling requirements	✓		
Climbing stairs/ladders/scaffolds		✓	
Handling grease/oils			✓
Exposure to dust/dirt	✓		
Exposure to hazardous materials	✓		
Exposure to noise	✓		
Repetitive arm/wrist/hand movements		✓	