

# Position Description

## Duty Manager

16 March 2023

### Position Number

500307

### Directorate

Advocacy and Communities

### Department

Leisure Services

### Reports to

Operations Team Leader

### Classification

LSO Band 4

### Employment Status

Casual

### Location

Mitchell Shire Leisure  
Centres

### About the role

To perform a range of duties associated with efficient and effective usage and day to day operations of aquatic facilities.

Support the provision of a safe environment for patrons and to ensure that the Centre operates in a clean, hygienic and safe manner in accordance with health regulations and public safety requirements.

### Key responsibility areas

#### General

- Represent Mitchell Leisure Centres in a professional manner
- Report all incidents, accidents and any other matters relating to the efficient operation of the Centres
- Maintain a safe and pleasant environment for members and guests and other staff
- Where a uniform is provided, ensure it is maintained in a clean, tidy and presentable condition and is worn at all times whilst on duty
- Administer first aid and complete all necessary documentation when required
- Carry out general maintenance duties throughout the areas of responsibility as directed, including tasks on the Duty Manager checklist and daily register
- Provide input into the development and review of practices and policies to ensure the successful operation of all Centre Programs

- To maintain a prominent level of expertise in skill development, by regularly updating essential qualifications
- Assist with the promotion of the Centres by providing information about the Centres and its programs
- To manage and monitor operations and water quality of all aquatic areas, in accordance with relevant Health Department Regulations and Royal Life Saving Society Guidelines for Safe Pool Operations
- In the event of an emergency act as the Chief Warden and coordinate Mitchell Leisure Centre's emergency management plan to facilitate a safe exit of patrons, staff and contractors
- Give breaks to rostered staff

### **Risk Management and Occupational Health And Safety**

- Comply with and ensure compliance by all staff with a duty of care in respect to OH&S legislation, risk management requirements and Council policy
- Ensure implementation and maintenance of a safe working environment reporting any breaches to your Manager and/or the Risk & Compliance Coordinator as appropriate
- Ensure that due care and fiduciary duty is undertaken in relation to any property or equipment entrusted to them in the performance of their duties
- Report any observable issues or breaches to their supervisor and “make safe” within the limits of their ability, skills and training

### **Other Duties**

Responsibilities and duties included in this position description are subject to the multi-skilling and job rotation provisions of the Mitchell Shire Council current Enterprise Agreement and or any supplementary agreements and where applicable the appropriate award.

### **About you**

#### **Key Selection Criteria**

1. Sound knowledge and experience in aquatic services, including pool operations, water safety, first aid, resuscitation, rescue techniques, evacuation, critical incidents and public safety requirements
2. Current certificates and qualifications in first aid, CPR, anaphylactic, Working with Children and pool lifeguard
3. Highly developed communication and people skills, including the ability to handle difficult customers, gain the cooperation of patrons in the administration of safety requirements and relate to persons with differing backgrounds
4. General knowledge of OH&S, manual handling, hazardous substances and dangerous goods
5. Physical fitness and manual handling skills to carrying out a range of activities

#### **Pre-employment check**

- National Police Check  Full COVID Vaccination

- Valid Victorian driver's license
- Working with Children Check
- Pre-employment Medical

## About Mitchell Shire

All employees at Mitchell Shire are expected to provide the highest standards of performance and customer service to ensure Council achieves its Vision, Values and meets organisational objectives.

### Vision

As we grow, we will be leaders in protecting the environment and preserving the country feel and liveability of our unique communities, with visionary planning for a cohesive, prosperous, safe, and healthy future.

### Values

Mitchell has adopted the following values as fundamental to the way in which all staff within the Council will operate in their dealings with each other and the community. These are:



**Working Together**



**Respect**



**Customer Service Excellence**



**Accountability**



**Continuous Improvement**

### Structure

Mitchell Shire Council consists of the following three Directorates:

- Advocacy and Communities
- Economy, Growth and Infrastructure
- Organisational Performance

## Position requirements

### Accountability and Extent of Authority

- The Duty Manager is accountable to the Business Services Team Leader
- Accountable for the provision of a courteous and efficient reception and front entry
- To make sure that the aquatic facility operates within health regulations and Royal Life Saving Society Guidelines for Safe Pool Operations are followed
- Work is performed within specific guidelines and under general supervision
- The Duty Manager has the authority to enforce Mitchell Leisure Centre's conditions of use regarding the safety and orderly behaviour of patrons
- Maintain relevant records of tasks, activities and issues that have arisen during the shift

### Judgement and Decision Making

- The incumbent is responsible for making decisions relating to the procedures and day to day operation at any of the Mitchell Leisure Centres where work is being performed
- Although work objectives are well defined, this role may involve problem solving as some problems may be of a complex nature; guidance will be available from the Team Leader Business Services
- The objectives of the work performed are clearly defined with established procedures well understood and clearly documented
- Guidance and advice will generally be available, however in the event of a safety crisis occasions will require the incumbent to have ability to take control and handle such situations

### Specialist Skills and Knowledge

- Sound knowledge and experience in aquatic services, including pool operations, water safety, first aid, resuscitation, rescue techniques, evacuation, critical incidents and public safety requirements
- Ability to solve minor customer problems and complaints in a fair and equitable manner;
- Knowledge and understanding of swimming pool chemistry, purification, filtration and health regulations
- General knowledge of OH&S, manual handling, hazardous substances and dangerous goods
- Knowledge and compliance with Mitchell Shire Council's procedures for safety, training, purchasing and customer complaints
- Physical fitness and manual handling skills for the purpose of carrying out a range of activities
- Demonstrated commitment and capacity to work flexible hours to reflect the operational requirements of the service

### Management Skills

- Ability to handle difficult people/situations including emergencies calmly and decisively
- Ability to manage time, plan and organise own work to achieve specific and set objectives efficiently and effectively with a minimal level of supervision
- Ability to lead and support staff during challenging periods including peak time program delivery

### Interpersonal Skills

- Ability to maintain member and patron confidentiality
- Approachable, positive attitude and the ability to lead by example
- Strong communication and people skills, including the ability to handle difficult customers, gain the cooperation of patrons in the administration of safety requirements and relate to persons with differing backgrounds
- Good computer and written communication skills for the purpose of completing routine work forms, including experience in Microsoft Office and centre management software (Links)
- Ability to monitor the activities of staff and provide support to undertake duties as required
- Well-developed teamwork skills
- Display confidence and flexibility in service delivery and the execution of task

### **Qualifications and Experience**

- Demonstrated commitment and capacity to work flexible hours to reflect the operational requirements of the service
- Approachable, positive attitude and the ability to lead by example
- Ability to manage time, plan and organize own work to achieve specific and set objectives efficiently and effectively with a minimal level of supervision
- Knowledge and understanding of swimming pool chemistry, purification, filtration and health regulations
- Current level 2 first aid Unit code HLTAID003,
- Current CPR
- Current Pool Lifeguard qualification.

### **Desirable**

- Anaphylactic certificates
- Defibrillation
- Pool Operation Certificate