

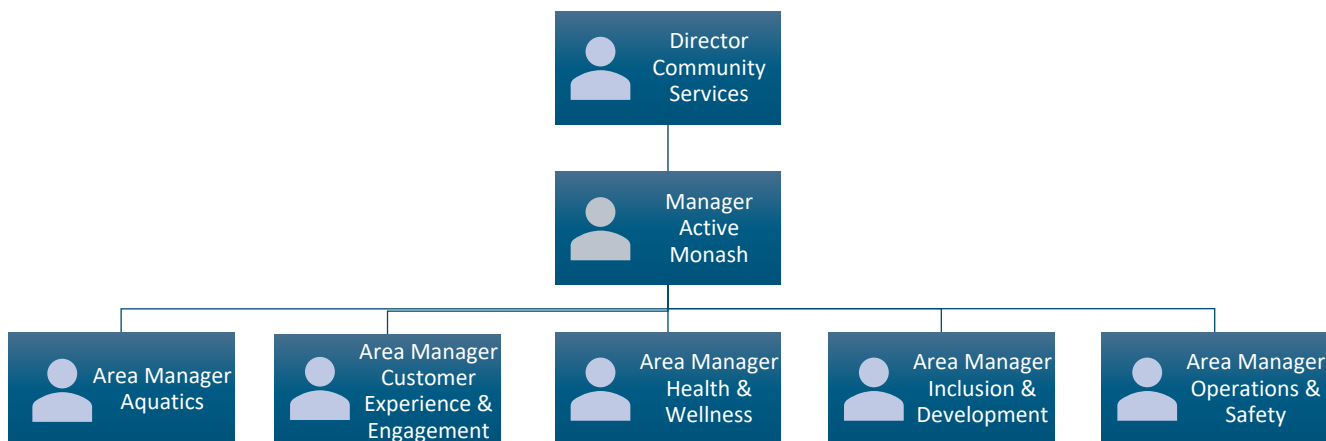
# DUTY MANAGER

Position Number:	Internal
Banding/Remuneration:	Band 4
Division/Branch:	Community Services / Active Monash
Reports To:	Operations Coordinator
Date Approved:	October 2020

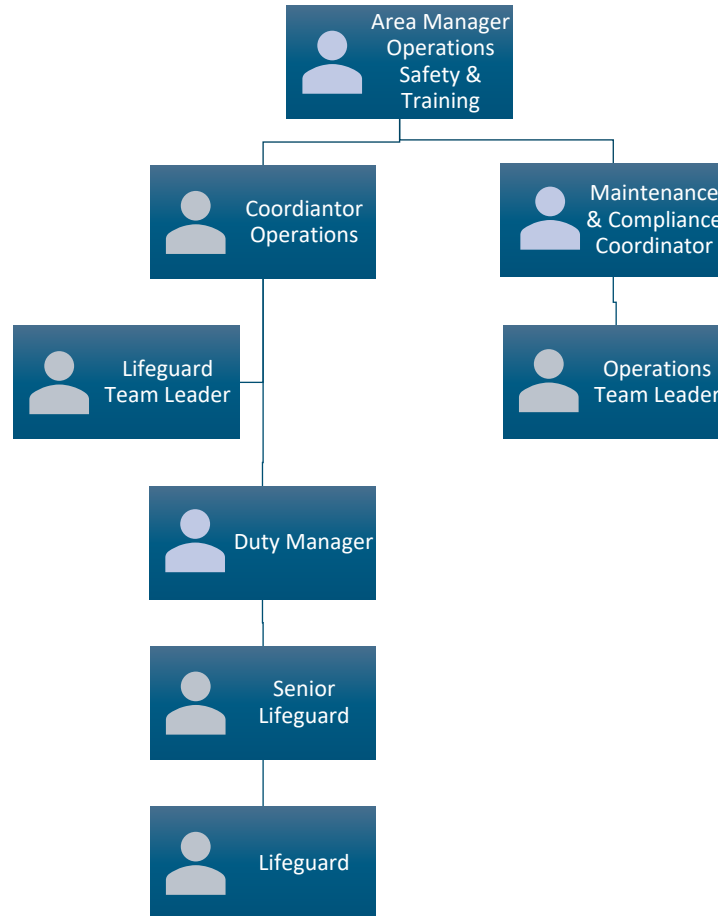
## Position Objectives:

The Duty Manager is responsible for the day-to-day operations of the Centre, ensuring they are prepared and adequately staffed to provide services and activities that are safe and meet the professional service standards of each Centre. In addition, the Duty Manager is responsible for the day-to-day management of the water filtration equipment, which includes plant room checks and conducting regular water quality tests to ensure appropriate health standards are met. Centre hygiene is of the utmost importance and a high level must be maintained throughout the day.

## Leadership Structure:



## Team Structure:



## Key Responsibility Areas:

- Ensure that the Centre is well maintained and setup for special functions
- Ensure that policies and procedures are always adhered to and that any potential or actual problems are dealt with in a timely manner and reported to the appropriate Manager
- Maintain the professional public image within the Centres and create the desired safe, informative, and friendly environment
- Provide advice to members & guests and refer specific enquiries to the appropriate staff member
- Supervise and provide leadership all staff
- Conduct appraisals on lifeguards as directed
- Assist all other business units as required
- Respond to, and deal appropriately with, customer complaints or operational issues that may arise and report to the appropriate Manager
- Manage plant and equipment to ensure health and safety standards are met and undertake timely testing of the quality of water bodies
- Provide an informative professional and friendly face to the facility
- Communicate with senior staff members of all business units as required

- Actively contribute to the provision of a clean and safe facility, ensuring compliance with the relevant State and Local Government requirements
- Facilitate the implementation and monitoring of OH&S Regulations and Dangerous Goods Storage and Handling requirements and other relevant legislation
- Adapt to changes in Occupational Health & Safety Regulations and Guidelines to Safe Pool Operations
- Implement emergency procedures and co-ordinate appropriate action as required and report to the Operations Manager
- Respond to and manage first aid incidents within the Centres and complete the relevant report form(s)
- Participate in customer feedback programs distributing and collecting surveys and reporting on customer feedback

### **Accountability and Extent of Authority:**

- Deal with customer complaints
- Act upon and report any safety or maintenance issues as required
- Respond to and deal appropriately with incidents occurring within the Centre and complete incident report forms as required and implement emergency procedures
- Manage technical plant and equipment for water management throughout the Centre
- Co-ordinate and supervise contractors on site
- Manage day to day staffing issues, informing the Operations Co-ordinator as required
- Complete daily diaries to ensure all relevant information is passed on to all Duty Managers

### **Judgement and Decision Making:**

- Well-developed problem solving and complaint resolution skills
- Refer equipment for maintenance as required
- Assist in all business units when necessary

### **Specialist Knowledge and Skills:**

- Knowledge of plant room and maintenance procedures
- Knowledge of water quality standards
- Knowledge of Occupational Health and Safety issues
- Knowledge of lifeguarding and first aid practices

### **Management Skills:**

- Experience in providing clear direction to a range of staff, members and guests
- Well-developed organisational and time management skills
- Ability to lead a large team

### **Interpersonal Skills:**

- Highly developed written and verbal communication skills
- Ability to negotiate and mediate to resolve issues or customer complaints
- Strong customer service orientation

- Sound team skills

## Qualifications and Experience:

### Mandatory

- Current Pool Lifeguard Award
- Current Level 2 First Aid
- Completion of defibrillation training
- Relevant industry experience

### Preferred

- Completion of Fire Wardens Course
- Current Pool Operators Certificate
- Experience in plant room and equipment maintenance

## Key Selection Criteria:

- Certificates, Training and Experience as noted above
- Ability to problem solve in a complex environment
- Ability to manage technical plant and equipment, and conduct analysis of water
- Experience in plant room and equipment maintenance.
- Well-developed interpersonal and communication skills
- Strong customer service orientation
- Well-developed organisation and time management skills
- The flexibility to work any day or time of the week

### Other:

- Current and valid Victorian Driver Licence

### Organisational Requirement:


- Police Clearance Certificate
- Current Working with Children Check

## Organisational Context:

The City of Monash has a growing, passionate and cosmopolitan population estimated around 193,000 residents (2021). We are one of Victoria's leading Councils, serving a large well established community with very highly skilled and well-educated population. Monash is a proud multicultural community with almost half of our community born overseas and coming from more than 106 countries.

These key directions are driven by a commitment to a sustainable city, inclusive services, enhanced places and good governance, across five (5) Divisions:

- Executive
- City Development
- City Services
- Corporate Services
- Community Services



**Our Vision:** “To be the most liveable city in Victoria”

**Our Mission:** “Make a difference through commitment, leadership and expertise.”

**Our Values:**

- **Accountability**  
We are responsible for our actions and behaviours every day.
- **Respect**  
We value diversity and appreciate others.
- **Teamwork**  
We work collaboratively to achieve shared goals.

Monash Council is committed to be a **flexible, safe, equal, and inclusive workplace** where we embrace and support diversity.

We are committed to being a child safe organisation and have zero tolerance to child abuse.