



## POSITION DESCRIPTION

<b>POSITION TITLE:</b>		Duty Manager			
<b>POSITION NO:</b>		705213	<b>CLASSIFICATION:</b>		Band 4
<b>DIVISION:</b>		Community Wellbeing			
<b>BRANCH:</b>		Leisure Services			
<b>UNIT:</b>		Yarra Leisure			
<b>REPORTS TO:</b>		Operations Team Leader			
<b>POLICE CHECK REQUIRED:</b>	Yes	<b>WORKING WITH CHILDREN CHECK REQUIRED:</b>	Yes	<b>PRE-EMPLOYMENT MEDICAL REQUIRED:</b>	No

*Yarra City Council supports flexible and accessible working arrangements for all.*

*This includes people with a disability, Aboriginal and Torres Strait Islanders, culturally, religiously and linguistically diverse people, young people, older people, women, and people who identify as gay, lesbian, bisexual, transgender, intersex or queer.*

*We draw pride and strength from our diversity, remain open to new approaches and actively foster an inclusive workplace that celebrates the contribution made by all our people.*

### POSITION OBJECTIVES

1. To undertake rostered duty management of the day-to-day routine supervision of the Centres programs, staff, patrons and plant.
2. To oversee the maintenance and cleanliness of the facilities ensuring that all plant and equipment meet operational requirements and regulatory guidelines.
3. To actively manage the OH&S requirements for Yarra Leisure ensuring we comply with the 1985 Occupational Health & Safety Act, along with the Life Saving Victoria guidelines.
4. Assist Centre Management and the Operations Team in the day-to-day administration of running our Aquatic and Leisure Centres.

### ORGANISATIONAL CONTEXT

The Municipality is committed to efficiently and effectively servicing the community to the highest standards, protecting, enhancing and developing the City's physical and social environment and building the population and business base. A major imperative of the Organisation is the introduction of a best value framework with an emphasis on customer service and continuous improvement.

The Richmond Recreation Centre along with the Collingwood Leisure Centre, Fitzroy Swimming Pool, Collingwood Estate Gym and Burnley Golf Course form the Yarra Leisure Branch.

As part of the Community Programs division, Yarra Leisure has a commitment to improving both the physical and mental health of the community.

### **ORGANISATIONAL RELATIONSHIPS**

<b>Position reports to:</b>	Operations Team Leader
<b>Position Supervises:</b>	Centre service-delivery staff
<b>Internal Relationships:</b>	Lifeguards Swimming Instructors Receptionists Gym Instructors Other staff of the Centre as required City of Yarra Staff
<b>External Relationships:</b>	Parents/Guardians of children Exercise consultants Medical and Para-medical professionals Trades Contractors

### **KEY RESPONSIBILITIES & DUTIES:**

#### **1. Day-to-day operation/supervision**

##### **Duty Managing**

- Participate in a rostering system that covers the entire spread of Facility Operational hours including weekend work.
- Undertake the day-to-day supervision of the Centres programs, staff, patrons and plant.
- Provide leadership and guidance to staff on their shift, behaving in an open, supportive and professional manner.
- Use correct cash-handling, banking and security procedures.
- Communicate enquires and feedback using approved communicational channels, providing follow-up to ensure resolution is achieved.
- Support Yarra Leisure organisational initiatives and strategies as required.
- Assist in the set up and pack up of program rooms as required.
- Provide tours for potential members with the view to selling memberships.
- Maintenance of daily electronic recording of usage and checklists.
- The ability to work a range of shifts including weekends, mornings and evenings.

##### **Staff Management**

- Provide support to Customer Service Team, Health and Fitness Team, Aquatics Team and Support Services Teams as required
- Give breaks to frontline service staff as required.
- Foster and promote a commitment to customer service excellence.
- Ensure the correct LG deployment according to internal deployment plans, Risk Assessments and the Guidelines for Safe Pool Operations, Provide leadership, advice and guidance to service staff as required to support Yarra Leisure guidelines and practices.
- Ensure that rostered service staff are present, organising emergency and hot weather staff as required.
- Actively assist all service staff meet their performance standards.
- To communicate the goals and objectives of Yarra Leisure to all staff.

- Provide feedback to relevant Team Leaders of each Leisure Portfolio as to areas requiring attention and/or support as required

## **2. Maintenance and cleanliness**

### **Maintenance**

- Identification and raising of maintenance requests.
- Familiarity with all centre maintenance protocols and to manage maintenance requests and equipment breakdown using established procedures.
- Liaise with assets department to facilitate rapid response to maintenance issues and negotiate plant maintenance.
- Where required liaising directly with contractors regarding maintenance issues and plant maintenance.
- Awareness of both during and After Hours maintenance and security protocols.
- The electronic recording of daily utility records.

### **Cleaning**

- Complete daily spot checks of the Centre's cleanliness, and where necessary assist in spot cleaning areas on an as needs basis.
- Manage all cleaning contractors whilst on site and communication with after-hours cleaning team.
- Monitor, coordinate and report on staff cleaning checks to Operations coordinator.
- Identify and report continual problems or trends with staff and contractor cleaning via the Merit system.

## **3. Active management of OH&S requirements**

### **Occupational Health and Safety**

- Ensure in conjunction with the Centre Manager, the leisure facilities are operational and maintained in accordance with relevant Occupational Health and Safety regulations.
- Act as Evacuation Warden in a centre evacuation coordinating staff, contractors and patrons.
- Take-on a coordinating role in line with emergency protocol's in the event of an Aquatic incident.
- Monitor and manage all contractors who come on site.
- Maintain centre security.
- Report all potential OHS hazards.

### **4. Pool Operations**

- Manage and monitor water quality of the swimming pools and the spa, together with the safe operation of the sauna and steam room in accordance with appropriate Health Department Regulations.
- Undertake relevant preventative maintenance and chemical processes to maintain high water quality on an ongoing basis.
- The documentation of all chemical and maintenance interventions.
- Identification of trends and problems with pool plant operations.

### **ACCOUNTABILITY AND EXTENT OF AUTHORITY:**

- The authority and freedom to act in the position is governed by clear objectives and/or budgets. The Duty Manager is required to consult frequently with and report regularly to the Operations Team Leader to ensure adherence to goals and objectives.

- To participate in a roster of senior staff acting as immediate Duty Managers ensuring the immediate routine, safe, efficient and effective operation and supervision of the facility, its staff and users.
- The Duty Manager has the delegated responsibility and authority of the Centre Manager for all aspects of the day-to-day operations of the Leisure Facilities and/or in the event of Emergency situations.
- The Duty Manager assumes the role of Chief Warden in the event of Emergency Evacuations. The Duty Manager is responsible for the security and welfare of staff, patrons, contractors and the building asset and ensuring a clear handover before and after shifts, as well as opening and closing facilities.

### **Safety and Risk**

- Role model a safety and risk management culture, and minimise risk to self and others and support safe work practices through ensuring adherence to legislative requirements and Council policies and procedures.
- Initiate or support the development and training of appropriate safe work practices for all new processes or equipment.
- Conduct on-site safety and risk training and inductions.
- Identify hazards, assess, report and investigate incidents, train staff and where practicable, resolve any matters which may impact on the safety of Council employees, community members, or Council assets and equipment.
- Ensure consultation with staff on OH&S issues as early as practicable, and include Safety and Risk in all team meeting agendas.

### **Sustainability**

- Role model and assist all employees to embrace the following Sustaining Yarra principles in their day to day work:
  - Protecting the Future
  - Protecting the Environment
  - Economic Viability
  - Continuous Improvement
  - Social Equity
  - Cultural Vitality
  - Community Development
  - Integrated Approach

### **Yarra Values**

- Role model behaviour which exhibits the following values which underpin our efforts to build a service based culture based on positive relationships with colleagues and the community. Include conversations about living the values in performance development reviews.
- Behave according to the following values which underpin our efforts to build a service based culture based on positive relationships with colleagues and the community:
  - Respect
  - Teamwork
  - Innovation
  - Sustainability
  - Accountability
  - Integrity

### **JUDGEMENT AND DECISION MAKING:**

- The Duty Manager is expected to draw upon training and experience in recreation facilities management and exercise judgement in applying established procedures and practices to the day to day supervision and implementation of Leisure facility activities and programs.
- The Duty Manager is also required to exercise judgement in evaluating and recommending to the Centre Manager improvements to the Leisure facility operations.
- Guidance and advice are usually available within time to make choices, safety crisis management maybe an exception to this on very infrequent occasions but the ability to handle such situations is essential.
- This role requires work outside of normal business hours including weekend work across multiple sites.

### **SPECIALIST SKILLS AND KNOWLEDGE**

- Knowledge and skill of the principles and practices of the management and operation of a Swimming Pool and leisure facilities.
- Knowledge and understanding of swimming pool and spa chemistry, purification, filtration and heating.
- Knowledge and skills related to the public and in particular Pool clientele.
- Knowledge of relevant parts of various Acts and Regulation as they relate to water quality.
- Applied computer skills.
- Commitment to ongoing professional development.
- The position requires an understanding of the long term goals and policies of the Centre and appreciation of the relevance to the wider organisation.
- The ability to write internal reports and to draft correspondence.
- Sound communication skills.
- Positive attitude and the ability to lead by example.
- Duty Managers will be required to follow all relevant policies and procedures in line with Quality Assurance (ISO 9001:2000).
- Knowledge and compliance with City of Yarra Leisure Service procedures for safety, training, purchasing, document control, internal quality audits, corrective and preventative action, customer complaints and control of non-conforming products and services.

### **MANAGEMENT SKILLS**

- Dealing with staff issues immediately.
- Take an interest in the operation of the whole facility not just areas of responsibility.
- Be a positive member of staff.
- Taking on extra responsibilities within the Centre.
- Takes on the role of staff and team development.
- Approaches all operational issues with the urgency that is required.
- Involves staff from all areas of the business.
- Skills in managing time, setting priorities and planning and organising own work to achieve Leisure Centre goals and objectives;
- Ability to immediately and effectively manage operational and safety crises at any point of time.

### **INTERPERSONAL SKILLS**

- Ability to gain the co-operation and assistance of a range of people, including other staff, residents, consultants, schools, etc. in the administration of well defined activities.

- Ability to work as a part of a team.

**QUALIFICATIONS & EXPERIENCE:**

- Current Pool Lifeguard Award
- At least twelve months Lifeguarding experience
- Pool Operators Certificate (desirable).
- General understanding of Occupational Health and Safety.
- Supervisory experience an asset
- Sales or similar frontline customer service experience valued
- Experience in the Aquatics and Leisure beyond Lifeguarding preferred
- Experience in supervising cash handling and point of sale

**KEY SELECTION CRITERIA**

- At least twelve-months lifeguarding experience and demonstrated experience in a supervisory role.
- A methodical approach to problem solving and/or risk management.
- Excellent customer service and conflict resolution skills, additionally cash handling and POS (point of sale) software experience.
- Demonstrated knowledge and understanding of swimming pool and spa chemistry, purification, filtration and heating, or demonstrated experience in quickly applying theoretical knowledge to practical outcomes in a high-risk environment.