



POSITION DESCRIPTION

POSITION TITLE:	Duty Manager				
POSITION NO:	100020, 100021, 100022	CLASSIFICATION:	Band 4		
DIVISION:	Infrastructure and Environment				
BRANCH:	Property and Leisure Services				
UNIT:	Yarra Leisure				
REPORTS TO:	Duty Manager Team Leader				
POLICE CHECK REQUIRED:	Yes	WORKING WITH CHILDREN CHECK REQUIRED:	Yes	PRE-EMPLOYMENT MEDICAL REQUIRED:	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 all relevant legislation, & RLSSA guidelines as written in the GSPO.

4. Assist 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

Position reports to:	Duty Manager Team Leader
Position Supervises:	Centre service-delivery staff
Internal Relationships:	Lifeguards Swim Instructors Customer Service Officers Gym Instructors Other staff of the Centre as required
External Relationships:	Patrons, members, and 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 Centre's 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.
- Full-time Duty Managers are expected to rotate between venues on a periodic basis.

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 all rostered staff are working to the highest service standard. Be a leader in customer care.
- Arrange emergency staff and weather dependent staff as required.
- To communicate the goals and objectives of Yarra Leisure to all staff.
- Provide feedback to relevant Team Leaders of each Leisure Business Unit as to areas requiring attention and/or support.

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 Assets and Facilities Officer.
- Identify and report continual problems or trends with staff and contractor cleaning via Oracle.

3. Active management of OH&S requirements

Occupational Health and Safety

- Ensure in conjunction with the Facilities and Assets Officer and Occupational Health and Safety Representative, the leisure facilities are operational and maintained in accordance with relevant Occupational Health and Safety regulations.
- Act as Chief Warden in a centre evacuation, coordinating staff, contractors, and patrons.
- Take-on a coordinating role in line with emergency protocols 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.

5. Administration

- Conduct monthly maintenance audit of centre and report findings.
- Monitor and archive mandatory reporting documentation including checklists.
- Conduct stock takes and ordering of consumables.
- Raise purchase orders and pay invoices.
- Completion of monthly Service Delivery Report.
- Review and amend Work Instructions and documents as required.
- Assist Operations Team with administrative tasks as required.

At Yarra Every Job is a Climate Job

Acting on the climate emergency requires that we change the way we think, make decisions, and prioritise action. We must embed proactive climate responses in the ways we govern, live our lives, and conduct our work. Every choice we make today and into the future will have an impact; this is true for Council and the community. Acknowledging the scale of this crisis, at Yarra we are committed to ensuring that every job is a climate job meaning that each staff member will play a key role in shaping our climate response.

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 Duty Manager 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 Leadership Team 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

- 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.
- Minimise risk to self and others and support safe work practices through adherence to legislative requirements and Council policies and procedures.
- Report any matters which may impact on the safety of Council employees, community members, or Council assets and equipment.
- Yarra City Council is committed to prioritising and promoting child safety. We adhere to the Victorian Child Safe Standards as legislated in the Child, Wellbeing and Safety Act 2005 and have robust policies and procedures in order to meet this commitment.

Sustainability

Embrace the following Sustaining Yarra principles through day-to-day work:

- Protecting the Future

- Protecting the Environment
- Economic Viability
- Continuous Improvement
- Social Equity
- Cultural Vitality
- Community Development
- Integrated Approach

Yarra Values

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
- Accountability
- Courage

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 Operations Team 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 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.
- Take 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 (SISSS00111)
- Provide First Aid (HLTAID003 or HLTAID009)
- Demonstrated Lifeguarding experience
- General understanding of Occupational Health and Safety
- Demonstrated Supervisory experience
- 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

- Demonstrated lifeguarding experience or 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.