



POSITION DESCRIPTION

Position Title	Operations Team Leader
Position Code	7014
Directorate	Corporate & Leisure
Work Group	Wangaratta Sports & Aquatic Centre
Position Classification	Band 6
Effective Date	May 2026

Our Vision

The Rural City of Wangaratta prides itself on being a community that is connected, sustainable and contemporary. We provide our community with diverse opportunities to participate in the arts, sport and recreation, and in cultural events and programs to bring them together to connect and celebrate the great place in which we live. Our staff enjoy the regional lifestyle and the benefits of a community situated within a gourmet food and wine region, with a wide range of outdoor adventure activities, and serviced by excellent education and health facilities. We live in a place where good things grow.

Our Values

Our staff are our greatest asset. Our success comes from the everyday demonstration of our values, being:

- **Trust**, to have confidence in the character and competence of our work colleagues.
- **Respect**, to acknowledge all people as individuals with inherent worth and value.
- **Openness**, where we are frank, honest and accountable in our dealings.
- **Fairness**, so we treat colleagues and customers fairly and consistently.
- **Excellence**, to contribute to outstanding services, systems and relationships.
- **Enjoyment**, so we obtain personal satisfaction from our work and display our enjoyment in the workplace.

1. Position Objectives

1.1 To work consistently to our vision of developing the premier regional Sports, Events & Aquatics Precinct in Victoria.

1.2 To lead and coach the Lifeguard team, to ensure consistent positive customer experience and the highest standards of patron safety.

1.3 To maintain plant and equipment with a clear understanding of daily operations and procedures.

1.4 To maintain the quality of water to the required standards and identify any areas of concern that impact on programs or public.

1.5 To maintain and improve our Lifeguard manual and key supervision/lifeguard deployment plans.

1.6 Promote the compliance with Watch around the Water program and other Centre policy (i.e. no phone use on pool deck) to all patrons.

1.7 Responsible for routine maintenance, customer request logging and local reactive feedback.

1.8 Create and design innovative means to train and develop the lifeguard team to meet all requirements of the Guidelines for Safe Pool Operations (GSPO).

1.9 As a member of the Leadership Team, contribute to the overall strategic and operational performance of the WSAC.

2. Working Relationships

Reports to	Operations Coordinator
Supervises	Lifeguards

3. Key Responsibilities

3.1 Lead the Lifeguard team, and develop a culture of Trust, Respect, Openness, Fairness, Excellence and Enjoyment for all staff.

3.2 Responsible for the adequate recruitment, training, and rostering of appropriately qualified Lifeguards to support centre operations. Support the Operations Coordinator in like requirements for the Duty Manager team.

3.3 Responsible for the professional development of the Lifeguard team and quality of staff supervision, ensuring the highest level of safety for all aquatic users.

3.4 Consult with the lifeguard team regularly to ensure efficient communication channels are maintained at all times.

3.5 Provide a central point of complaint escalation and resolution for the Lifeguard and Duty Manager (in the absence of the Operations Coordinator) departments.

3.6 In consultation with the Operations Coordinator, address all operational feedback, including championing continuous improvement initiatives.

- 3.7** Development, planning and implementation of all systems and strategies for ensuring OH&S compliance through the facility, in consultation with the Operations Coordinator (including pool tests, plant room checks etc).
- 3.8** Review, assessment and updating of all aquatic based risk assessments and Safe working method statements (SWMS).
- 3.9** Ensure systems are in place to provide adequate induction, registration and accountability for contractors on site – including assisting in training Duty Managers in these processes.
- 3.10** Routine ordering of all required chemicals and resources needed for the safe operation of the plant room.
- 3.11** Undertake risk assessments, manual handling and hazard registers as required.
- 3.12** Proactively implement corrective action as needed (eg: super chlorination) to ensure safe operation of all aquatics facilities.
- 3.13** To prepare progress reports on key performance indicators for the area.
- 3.14** To ensure administrative processes for the department are completed to time and budget, such as maintenance logs, CRMS lodgement/actions as applicable, equipment renewal and rostering.
- 3.15** May be required to work early and/or late shifts, with some weekend work included. This may be rostered or ad hoc to cover events or special circumstances.
- 3.16** Performing at least 12 hours of direct service each week, as a Duty Manager.

4. Core Physical Requirements

- 4.1** Capacity to lift items unspecified in weight within individual limits.
- 4.2** Capacity to undertake office-based activities including sitting at a desk and using a computer for extended periods.
- 4.3** Capacity to walk up and down stairs frequently.
- 4.4** Capacity to meet the requirements of the Pool Lifeguarding certification.

5. Accountability and Extent of Authority

5.1 Providing operational leadership at the WSAC.

5.2 Directly supervising the Lifeguard team, being accountable for the team & ensuring a safe work environment.

5.3 Responsible for providing specialist knowledge and guidance on plant room operations, in collaboration with the Operations Coordinator, contributing to Duty Manager training.

5.4 Ensuring the delivery of high-quality services to users in accordance with Council policy and guidelines and within budgetary constraints.

5.5 Providing accurate, up to date specialist advice to management, staff, and service users.

5.6 The position has the authority and freedom to act within established operational, policy and budgetary guidelines and the provisions of relevant Acts, regulations, and codes. The incumbent is responsible for keeping their Coordinator fully briefed on significant issues of strategic and operational importance.

6. Judgement and Decision Making

The following outlines the extent of judgement and decision making required:

6.1 In consultation with the Operations Coordinator, the incumbent is required to make decisions relating to the coaching of the Lifeguard and Duty Managers team including matters relating to staff, service delivery, policy development and continuous improvement.

6.2 Solve problems in line with procedures and guidelines, through application of experience and professional knowledge.

6.3 Review and develop policies and procedures and implement quality control measures.

6.4 Authority to make decisions on all routine matters relating to the position. Issues of a politically sensitive nature must be referred to the Coordinator and/or Precinct Manager.

6.5 Resolve plant and equipment issues through product knowledge or external trade contractors.

6.6 Position may involve improving and/or developing methods and techniques from previous experience, guidance and advice will be available and encouraged where knowledge gaps exist or support in making decisions is required.

7. Knowledge and Skills

7.1 Specialist Skills and Knowledge

7.1.1 Knowledge and working understanding of the OH&S Act, RLSSA operational guidelines (GSPO), and the Health Act.

7.1.2 Detailed knowledge and understanding of swimming pool chemistry, purification, filtration and heating.

7.1.3 Detailed knowledge of Supervision planning, rescue techniques and environmental factors that impact these – as well as significant experience in training staff in these techniques.

7.1.4 Detailed knowledge of operating a pool plant and equipment.

7.1.5 Confidence in staff recruitment (including seasonal), evaluation and review techniques.

7.1.6 Commitment to ongoing professional development.

7.1.7 Ability to design and deliver training, supervision planning and emergency response drills with support of the Operations Coordinator.

7.1.8 The ability to write internal reports and to draft correspondence.

7.1.9 Excellent presentation, training and negotiating skills.

7.2 Management Skills

7.2.1 Ability to supervise and develop the Lifeguard team with continuous improvement mindset.

7.2.2 Lead and support Lifeguards and Duty Managers in relation to the safe operation of all aquatic facilities.

7.2.3 Ability to manage available resources to achieve service delivery to clients within budget (eg: staff rostering and ordering).

7.2.4 Ability to manage changes that affect staff and those that affect service delivery to clients.

7.2.5 Ensure staff undertake their responsibilities in accordance with applicable policies, procedures, and safety practices. In collaboration with the Operations Coordinator, identify and ensure the delivery of appropriate training to support this.

7.2.6 Strong organisational and time management skills.

7.2.7 Ability to plan, oversee and manage small-scale projects, especially related to safety initiatives or process improvements.

7.3 Interpersonal Skills

7.3.1 Proven ability to work in a team environment and promote a positive work environment.

7.3.2 Demonstrated ability to communicate effectively and consistently with direct reports and build a culture of open communication.

7.3.3 Demonstrated ability to assess situations and events and identify opportunities for improvement.

7.3.4 Strong verbal and written communication skills.

7.3.5 Ability to prepare standard reports, training plans and other documents or correspondence as required.

7.3.6 Ability to respond to customer complaints, de-escalate situations and provide timely resolution to issues that arise.

8. Qualifications and Experience

8.1 Experience leading lifeguards and delivering lifeguard training.

8.2 Experience in coaching, training, and mentoring staff in best practice supervision techniques.

8.3 Experience in leading, establishing and promoting positive team culture, strong values and ensuring all employees feel appreciated for their contributions.

8.4 Previous experience managing pool operations, maintenance and implementing risk mitigation measures.

Minimum Qualifications:

- HLTAID003 Provide first aid
- HLTAID001 Provide cardiopulmonary resuscitation
- SISSS00111 Pool Lifeguard
- Working with Children Check
- Willing to obtain and maintain a satisfactory Police Check

Desirable Qualifications:

- Diploma in sports, leisure, or recreation management, risk management or similar.
- SISSS00110 Aquatic Technical Operator (Pool Operations Course).
- Certificate 4 in Training and Assessment or similar.

9. Key Selection Criteria

9.1 Diploma in sports, leisure or recreation management, risk management or similar and experience working within the industry including an understanding of customer expectations within leisure centres regarding facility presentation and staff interaction.

9.2 Demonstrated ability to lead, develop and motivate staff and build a strong team culture with a focus on safety and the highest standards of water supervision.

9.3 Demonstrated strong understanding of pool plant room operations and Guidelines for Safe Pool Operations (GSPO) maintenance and planning.

9.4 Highly developed communication and interpersonal skills.

9.5 Highly developed organisational skills including the ability to juggle multiple priorities, develop rosters, monitor budgets, and deliver successful training to a team.

Authorised by: Director – Corporate & Leisure

Date:

Employee's Signature:

Date:
