



POSITION DESCRIPTION

Position Title	Duty Manager
Position Code	7027
Directorate	Corporate & Leisure
Work Group	Wangaratta Sports & Aquatics Centre
Position Classification	Band 5
Effective Date	July 2022

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 Precinct in Victoria.
- 1.2** To lead, develop and support all staff on shift, ensuring excellent customer experience for all members of the public.
- 1.3** Always support a safe environment for patrons & staff, including efficient evacuation and emergency responses.
- 1.4** Perform a range of duties associated with efficient and effective usage and day to day operations of all facilities – particularly focused on pool plant, equipment set up/take down and supervising Lifeguards, Customer Service staff, Health, and Fitness staff and



Facility Cleaner.

2. To ensure that the Centre operates in a safe & hygienic manner in accordance with health regulations and public safety requirements. Working Relationships

Reports to	Facilities and Aquatics Coordinator
Supervises	All staff on site during shift including but not limited to lifeguards, customer experience officers, program officers, gym instructors, group fitness and facilities cleaner.

3. Key Responsibilities

General

- 3.1** Represent Wangaratta Sports and Aquatic Centre (WSAC) & Rural City of Wangaratta (RCoW) in a professional manner at all times.
- 3.2** Maintain a safe and pleasant environment for members and guests and staff.
- 3.3** Coordinate and support all incident responses, ensuring appropriate reporting is completed as per our procedures.
- 3.4** Carry out general maintenance duties throughout the areas of responsibility, which include: Duty Manager Shift Report, Facility Checklist, Plant room Checklist and Change room checks.
- 3.5** Coordinate and support all rostered staff across the centre.
- 3.6** Provide input into the development and review of practices and policies to ensure the successful operation of WSAC.
- 3.7** Assist with the promotion of the Centre by providing information about the Centre and its programs.
- 3.8** Ability to undertake multiple roles at the centre as required during shift (eg: lifeguard during lifeguard break).



Risk Management and OH&S

3.9 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.

3.10 Ensure implementation and maintenance of a safe working environment reporting any breaches.

3.11 Ensure that due care and fiduciary duty is undertaken in relation to any property or equipment.

3.12 In the event of an emergency act as the Chief Warden and coordinate WASC emergency management plan to facilitate a safe exit of patrons, staff, and contractors.

3.13 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.

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 The Duty Manager is accountable to the Facilities and Aquatics Coordinator.

5.2 Accountable for the provision of a welcoming and efficient reception.
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5.3 To make sure that the aquatic facility operates within health regulations and Royal Life Saving Society Guidelines for Safe Pool Operations are followed.

5.4 Work is performed within specific guidelines.

5.5 The Duty Manager has the authority to enforce WSAC's conditions of use regarding the safety and orderly behaviour of patrons.

5.6 Maintain relevant records of tasks, activities and issues that have arisen during the shift.



6. Judgement and Decision Making

6.1 The incumbent is responsible for making decisions relating to the procedures and day to day operation at WSAC.

6.2 Although work objectives are well defined, this role may involve problem solving as some problems may be of a complex nature; guidance will sometimes be available from the Facilities & Aquatics Coordinator.

6.3 The objectives of the work performed are clearly defined with established procedures well understood and clearly documented.

6.4 Guidance and advice will generally be available, however in the event of an emergency management, the incumbent will need to manage the situation relying on training, experience and their own skills.

7. Knowledge and Skills

7.1 Specialist Skills and Knowledge

7.1.1 Sound knowledge and experience in aquatic services, including pool operations, water safety, first aid, resuscitation, rescue techniques, evacuation, critical incidents and public safety requirements.

7.1.2 Ability to solve customer problems and complaints in a fair and equitable manner in line with our organisation values.

7.1.3 Knowledge and understanding of swimming pool chemistry, purification, filtration and health regulations.

7.1.4 General knowledge of OH&S, manual handling, hazardous substances and dangerous goods. Knowledge and compliance with WSAC's procedures for safety, training, purchasing and customer complaints.

7.1.5 Physical fitness and manual handling skills for the purpose of carrying out a range of activities.

7.1.6 Demonstrated commitment and capacity to work flexible hours to reflect the



operational requirements of the service.

- 7.1.7** Ability to fulfil the requirements of the role of Lifeguard and Customer Experience Officer.

7.2 Management Skills

- 7.2.1** Ability to handle difficult people/situations including emergencies calmly and decisively.
- 7.2.2** Ability to manage time, plan and organise own work to achieve specific and set objectives efficiently and effectively with a minimal level of supervision.
- 7.2.3** Ability to lead and support staff during challenging periods including peak time program delivery.
- 7.2.4** Good computer and written communication skills for the purpose of completing routine workforms, including experience in Microsoft Office and Perfect Gym.

7.3 Interpersonal Skills

- 7.3.1** Ability to maintain member and patron confidentiality.
- 7.3.2** Approachable, positive attitude and the ability to lead by example.
- 7.3.3** Strong communication and people skills, including the ability to handle challenging customers, gain the cooperation of patrons in the administration of safety requirements and relate to diverse people.
- 7.3.4** Ability to monitor the activities of staff and provide support to undertake duties as required.
- 7.3.5** Well-developed teamwork skills.
- 7.3.6** Display confidence and flexibility in service delivery and the execution of tasks.

8. Qualifications and Experience

Essential

- 8.1** History of a customer first focus, ensuring safe and positive experiences throughout the facility.



8.2 Demonstrated commitment and capacity to work flexible hours to reflect the requirements of the service.

8.3 Approachable, positive attitude and the ability to lead by example.

8.4 Ability to manage time, plan and organize own work to achieve specific and objectives efficiently and effectively with a minimal level of supervision.

8.5 Knowledge and understanding of swimming pool chemistry, purification, filtration, and health regulations.

Minimum qualifications

- **HLTAID003** Provide first aid
- **HLTAID001** Provide cardiopulmonary resuscitation
- **SISSS00111** Pool Lifeguard
- Working with Children Check
- Must willing to obtain a Police Check

Desirable qualifications

- Professional development in the areas of: Conflict resolution, Privacy Act and/or Emergency management.
- Diploma in sports, leisure or recreation management or Risk Management.
- **SISSS00110** Aquatic Technical Operator (Pool Operations Course)

It is desirable that a Duty Manager holds active shifts as a Customer Experience Officer and Lifeguard.

9. Key Selection Criteria

9.1 Sound knowledge and experience in aquatic services, including pool operations, lifeguarding, first aid, evacuation, critical incidents, and public safety requirements.

9.2 Highly developed communication and people skills, including the ability to handle challenging customers & conflict situations, gain the cooperation of patrons in safety requirements and relate to diverse staff and customers.

9.3 General knowledge of OH&S, manual handling, hazardous substances, and dangerous goods & plant room operations.

9.4 Ability to lead the customer service and café area while of shift, thorough



knowledge of touring, bookings, processes, and the demands on these areas.

9.5 Well-developed knowledge of staff management, breaks, rostering, and how these relate to centre operations.

Authorised by: Director – Corporate & Leisure

Date:

Employee's Signature:

Date:
