



Shire of Northam  
*Heritage, Commerce and Lifestyle*



# Duty Manager



**Position  
Description**

# Duty Manager

## Position Summary

- Department:** Community Services
- Job Title:** Duty Manager
- Reports to:** Recreation Services Coordinator
- Objective:** Contribute to the safe and effective management of the recreation centre and aquatic services provided by the Shire.
- Provide technical operation to all plant and equipment including water treatment ensuring standards set by the WA Health (swimming pools) regulations, & Aquatic Facilities–Code of Practice.
- Apply Shire facility conditions of entry and policies whilst ensuring professional services catering to the needs of the community are offered.
- Conduct facility opening and closing processes whilst providing guidance and leadership during out of business hours or in the absence of the Manager and/or Coordinator.
- Work Location:** Northam Aquatic & Recreation Facility/Wundowie Swimming Pool and Northam Waterpark.
- Award/Level:** Local Government Industry Award 2020, Level 6/1
- Date Revised:** August 2021

### Our Mission:

To deliver responsive, sustainable services in a manner that preserves and enhances our environment and lifestyle.

Our skilled and professional workforce embraces our mission and corporate values; they form the basis of how we behave in the workplace and conduct the business of the Shire of Northam.

### Our Corporate Values:

- \* **Safe** -focus on importance of safety in the organisation
- \* **Open** - engage in two way communication, with transparency and trust
- \* **Accountable** - know what you are responsible for, take ownership and deliver
- \* **Respectful** - demonstrate respect for others skills, knowledge and differing value systems

## **Responsibilities and Duties**

- Ensure that all aquatic facilities meet standards set by the WA Health (Swimming Pools) Regulations, Aquatic Facilities - Codes of Practice.
- Undertake shift specific operations to deliver and facilitate recreational programs in a professional and timely manner.
- Conduct appropriate emergency care processes relating to rescues and administer artificial respiration, CPR, and First Aid as required.
- Always ensure the effective supervision of patrons and apply conditions of entry and safe operating processes.
- Monitor, administer, report, and conduct stock control, ordering of supplies, preparation of funds for banking, and organisation of minor maintenance in accordance with Shire process.
- Review, monitor and conduct daily, weekly, and monthly maintenance tasks and assist with any preparations of quotes in consultation and with approval from the Manager and/or Coordinator.
- Provide point of sale support with kiosk and/or entry to the facilities services.
- Monitor and conduct servicing of equipment, recreational infrastructure, and aquatic amenities.
- Conduct opening and closing security checks of all facilities including fences, building door and locks are secured.
- Demonstrate continuous efforts to improve operations streamline work processes.
- Any other duties consistent with the level of the position as directed by the Manager and/or Coordinator.
- Support the Manager and/or Coordinator, to achieve broader departmental objectives as appropriate to the level of the position.

## **Organisational**

- Embrace, support and participate in change to assist in achieving the Shire's goals and objectives.
- The ability to maintain strict confidentiality is an essential requirement of all employees of the Shire.
- Actively participate in the ongoing development, compliance and promotion of professional customer service standards.
- Recommend changes or strategies which promote a 'Continual Improvement' and 'Best Practice' approach to service delivery.
- Promote, maintain, and improve the working environment and practices to ensure compliance with Industrial Awards, Work Health and Safety, Diversity Equal Employment Opportunities (EEO) legislation and Council's Policies and Procedures.

## **Work Health and Safety, Employee Requirements**

Employees are responsible and accountable for:

- Complying with workplace procedures for risk identification, risk assessment & risk control
- Participation in activities associated with the management of workplace health & safety.
- Identification and reporting of health and safety risks, accidents, incidents, injuries, property damage and mishaps at the workplace
- Correct utilization of appropriate personal protective equipment
- Promote, maintain, & improve the working environment & practices to ensure compliance with Industrial Awards, Workplace Health & Safety, EEO legislation & Council's Policies & Procedures
- Ensure that safety inspections are carried out at all events, and that events are conducted in line with relevant risk management plans and guidelines.

## **Authority and Accountability**

This position works under the broad direction of the Recreation Services Coordinator.

<b>POSITION REQUIREMENTS</b>		
<b>Documents</b>	<b>Essential</b>	<b>Desirable</b>
<ul style="list-style-type: none"> <li>• Hold a current unrestricted C Class national drivers licence</li> </ul>	✓	
<ul style="list-style-type: none"> <li>• Provision of a current National Police Clearance</li> </ul>	✓	
<ul style="list-style-type: none"> <li>• Current Pool Lifeguard qualification</li> </ul>	✓	
<ul style="list-style-type: none"> <li>• Current LIWA Accreditation.</li> </ul>	✓	
<ul style="list-style-type: none"> <li>• Current Technical Operations Certificate</li> </ul>	✓	
<ul style="list-style-type: none"> <li>• Current Working with Children Check</li> </ul>	✓	
<ul style="list-style-type: none"> <li>• Senior First Aid Certificate or equivalent</li> </ul>	✓	
<ul style="list-style-type: none"> <li>• SCBA (Self Contained Breathing Apparatus) Certification</li> </ul>	✓	
<ul style="list-style-type: none"> <li>• Chlorine Gas Handling Certification</li> </ul>	✓	
<b>Skills and Abilities</b>		
<ul style="list-style-type: none"> <li>• Developed written and verbal communication, and numeracy skills.</li> </ul>	✓	
<ul style="list-style-type: none"> <li>• Developed customer service focused skills.</li> </ul>	✓	
<ul style="list-style-type: none"> <li>• Developed time management and organisational skills.</li> </ul>	✓	
<ul style="list-style-type: none"> <li>• Sound time management and organisational skills with the ability to meet specified deadlines.</li> </ul>	✓	
<ul style="list-style-type: none"> <li>• Ability to solve problems effectively using set methods and procedures.</li> </ul>	✓	
<ul style="list-style-type: none"> <li>• Ability to supervise and train a small group of staff.</li> </ul>	✓	
<ul style="list-style-type: none"> <li>• Ability to provide leadership and guidance.</li> </ul>	✓	
<ul style="list-style-type: none"> <li>• Demonstrated experience in recreation and aquatics facility operations.</li> </ul>	✓	
<ul style="list-style-type: none"> <li>• Developed knowledge of gas chlorine chemical handling and storage</li> </ul>	✓	
<ul style="list-style-type: none"> <li>• Previous experience within or knowledge of pool and recreation services</li> </ul>		✓
<ul style="list-style-type: none"> <li>• General chemical handling certificate</li> </ul>		✓



## GENERAL PHYSICAL REQUIREMENTS

Task	Mainly	Frequently	Occasionally	N/A
Stand	✓			
Walk	✓			
Sit			✓	
Handle		✓		
Reach		✓		
Climb/Balance			✓	
Crouch/Kneel			✓	
Talk/Hear		✓		
Taste/Smell		✓		

### Authorisation and Acknowledgement

I acknowledge that I have read and understood the key objectives, duties, responsibilities and other requirements as outlined in this position description.

I understand that this position description provides general guidance regarding the purpose of the position and my responsibilities.

Furthermore, I acknowledge that this position description may be amended from time to time to reflect changes to the position or Shire requirements.

Employee Signature:

Date:



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## Contact Us:



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