

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 transpareny 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

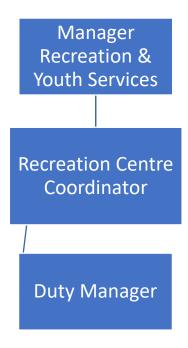
Employees are responsible and accountable for:

- 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.

POSITION REQUIREMENTS				
Documents	Essential	Desirable		
Hold a current unrestricted C Class national drivers licence	√			
Provision of a current National Police Clearance	√			
Current Pool Lifeguard qualification	\checkmark			
Current LIWA Accreditation.	✓			
Current Technical Operations Certificate	\checkmark			
Current Working with Children Check	✓			
Senior First Aid Certificate or equivalent	\checkmark			
SCBA (Self Contained Breathing Apparatus) Certification	✓			
Chlorine Gas Handling Certification	✓			
Skills and Abilities				
Developed written and verbal communication, and numeracy skills.	√			
Developed customer service focused skills.	✓			
Developed time management and organisational skills.	√			
 Sound time management and organisational skills with the ability to meet specified deadlines. 	✓			
Ability to solve problems effectively using set methods and procedures.	√			
Ability to supervise and train a small group of staff.	✓			
Ability to provide leadership and guidance.	✓			
 Demonstrated experience in recreation and aquatics facility operations. 	√			
Developed knowledge of gas chlorine chemical handling and storage	√			
Previous experience within or knowledge of pool and recreation services		✓		
General chemical handling certificate		√		



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:



Contact Us:



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