

# Position Description

<b>POSITION TITLE:</b>	Centre Supervisor Casual
<b>POSITION NO:</b>	4160
<b>DIRECTORATE:</b>	Infrastructure Services
<b>DEPARTMENT:</b>	Recreation & Open Space
<b>SECTION:</b>	Maribyrnong Aquatic Centre (MAC)
<b>CLASSIFICATION:</b>	Band 5
<b>LOCATION:</b>	1 Aquatic Drive, Maribyrnong
<b>DATE:</b>	April 2025

## ORGANISATIONAL RELATIONSHIPS

<b>Reports to:</b>	Centre Services Coordinator
<b>Supervises:</b>	All rostered Centre Staff when in charge of shift.
<b>Internal Liaisons:</b>	MAC Manager, Coordinators, Aquatic Facility Maintenance & Compliance Officer, Team Leaders, all other MAC staff and Council employees.
<b>External Liaisons:</b>	Centre Members and Patrons, Community Groups, Special Populations, Local Clubs and Organisations, Contractors, Schools, Corporate Groups, Industry Associations and members of the public and residents.

## ORGANISATIONAL VALUES:

Employees at Maribyrnong will be guided in their behaviour and conduct in the delivery of its services by Council's values of Respect, Courage and Integrity.

<b>Respect</b>	The promotion of inclusiveness, empathy, communication, good will.
<b>Courage</b>	The promotion of innovation, considered risk, creativity, problem solving, initiative, accountability, responsibility.
<b>Integrity</b>	The promotion of honesty, loyalty, ethical behaviour, trustworthiness.

## PRIMARY OBJECTIVES OF POSITION:

Create a safe, friendly and welcoming environment for patrons through overseeing the effective and efficient provision of quality facilities, programs and services at the Maribyrnong Aquatic Centre

Ensuring compliance with Industry standards and regulations and Council and Centre policies and procedures

## DUTIES AND RESPONSIBILITIES

**Public and Occupational Health and Safety:**

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Ensure a safe and secure environment for staff and the public at all times, adhering to the requirements of the “Guidelines for Safe Pool Operation” RLSSA and in accordance with Council and Centre policies and procedures.

Ensure that all Health Department Regulations are met through testing and monitoring of water quality.

Implement remedial action in accordance with documented procedures and protocols in the event that the above requirements are not being met.

As required assist the Team Leaders across all areas in the rostering, and coordination of MAC staff to ensure that the Centre meets its service standards and provides a safe and welcoming experience for all at MAC

Maintain a high standard of expertise in safety procedures and first aid and ensure all staff adhere to the relevant procedures.

Ensure that incidents are recorded and reviewed and where necessary, take action to reduce the risk or report the issue to the Aquatic Facility Maintenance & Compliance Officer

## **Centre Presentation:**

Ensure that the Centre is maintained in accordance with the standards of cleanliness and hygiene as documented in the Centre’s operations manual.

Ensure the highest standards of water quality and plant operations through adherence to maintenance and procedural schedules.

Be responsible for the maintenance of physical and human resources as required by Statute and the Centre’s Standard Operational Procedures.

Ensure that all plant and equipment is properly maintained and serviced.

## **Staff Supervision and Development:**

Ensure that there is sufficient qualified staff in attendance to operate the facilities at all times

Supervise and direct staff to ensure that their duties are performed in an efficient and effective manner in accordance with industry and Council standards, policies and procedures.

Consistently enforce Centre policies and procedures to ensure the highest levels of customer satisfaction and staff performance.

To provide guidance and support to the Centre Team Members to ensure they are able to meet program and Centre objectives.

Complete detailed shift reports at the conclusion of each shift.

As part of the Centre’s leadership team act as a role model demonstrating appropriate behaviours, towards all staff.

## **Finance and Administration:**

Ensure that all administrative procedures are followed in relation to the recording of statistical data including financial receipts, expenditure, attendances, bookings and maintenance and such information as is required as a daily recording function,

Ensure accurate documentation of all accidents, incidents and customer feedback/complaints.

Ensure that all financial procedures are followed in relation to cash handling and the reconciliation of daily cash receipts and banking.

Ensure that all materials and supplies are adequately stocked at all times.

## **Program and Service Delivery and Improvement:**

Work effectively as part of the centre leadership team to develop and enhance practices and strategies which aim to promote the centre, and maximise usage of the facility.

Support the development of programs, services and facilities which will maximise usage and be responsive to community demands.

Assist in the development and delivery of special events and community days in the aquatic centre area.

The incumbent of this position may be directed to carry out such duties as are within the limits of the employee's skill, competence and training.

## **Organisational Responsibilities:**

- Adhere to the Victorian *Occupational Health and Safety Act 2004*, Council's Occupational Health and Safety Policy and Council's Contractor Health and Safety Policy including assuming responsibility for the proper use of all safeguards, safety devices, personal protective equipment and other equipment provided for safety purposes.
- Consider and preserve one's own safety and the safety of those around while at work. This includes following health and safety guidelines and procedures, and using protective clothing or equipment provided, at all required times. Employees must immediately report any injury, near miss, damaged equipment or any other hazard observed in their workplace.
- Familiarise themselves with, and adhere to, Council's Risk Management policy and program and the application of sound risk management practices within the workplace and community.
- Practice and promote Council's Equal Opportunity and Respect at the Workplace principles and policies by treating fellow employees and our customers fairly and equitably and without discrimination, harassment or bullying.
- Promote a positive image of Council to members of the public through professional standards of personal presentation and through the provision of services/advice in a courteous and efficient manner.

## **ACCOUNTABILITY AND EXTENT OF AUTHORITY:**

- Provide advice and information to internal and external stakeholders within Council guidelines and delegated authority. Accountable for the accuracy and quality of the information and advice provided.
- Provide support within area of expertise as required.
- Maintain and improve standards of work specific to the role and responsibilities.
- Act within clear objectives, budgets and frequent prior consultation.
- Implementing emergency procedures, as required, to ensure the safety of all staff and patrons of the Centre, and taking the necessary precautionary measures to avert hazardous situations, including execution of the emergency evacuation plan

## **JUDGEMENT AND DECISION MAKING**

- Ability to work unsupervised, analyse situations and independently make decisions, and guide other staff members to relevant policies and procedures.
- Use previously acquired experience and knowledge to select within a wide range of methods, processes or equipment, the most appropriate to creatively solve problems and meet well defined objectives.

- Exercise judgement and autonomy to make decisions based on knowledge of department and organisational goals and objectives for routine matters.
- For more complex matters not covered within policy and guidelines, advice should be sought from supervisor or more senior employees.
- Guidance and advice from supervisor and other Council employees would usually be available within the time required to make a decision.
- Exercise discretion and confidentiality whilst performing assigned duties.

## **SPECIALIST SKILLS AND KNOWLEDGE**

- Ability to use technology and systems relevant to the role and follow policies, procedures, processes and precedents relevant to the team.
- Understanding of the role and function of the team, senior staff to whom support is provided and how they impact the goals of the wider organisation.
- Understanding of relevant State and Federal legislation, Acts and regulations relevant to perform the role.
- An excellent knowledge of and the ability to implement the RLSS Guidelines for Safe Pool Operation

## **MANAGEMENT SKILLS**

- Manage time, set priorities, plan and organise own work and when required, the work of any direct reports, to achieve team objectives within a set timeframe.
- Knowledge and ability to implement and embody Council personnel practices including Equal Employment Opportunity and Occupations Health and Safety, particularly when supervising employees.
- Ability to support, motivate, provide on the job training and guidance to more junior employees.
- Ability to contribute to team meetings and to team outcomes.
- Understanding and effective dissemination to direct reports of the long term goals of the team and their alignment with Council's objectives.

## **INTERPERSONAL SKILLS**

- Ability to gain trust, cooperation and assistance from internal and external stakeholders when required.
- Strong written and verbal communication skills and ability to effectively manage complex conversations.
- Ability to establish rapport and to contribute to a pro-active and collaborative work culture.
- Ability to demonstrate initiative and flexibility within the working environment and to contribute to team based service delivery.
- Conduct research and provide detailed verbal and written reports as required.
- Capability to prepare external correspondence.

## **QUALIFICATIONS AND EXPERIENCE**

### **Mandatory:**

- Current Pool Lifeguard Certificate
- Senior First Aid Certificate (HLTAID011).
- Resuscitation Certificate (HLTAID009)
- Aquatic Facility Operators Certificate
- Demonstrated experience in a similar position in a multi-faceted aquatic and leisure centre environment
- Demonstrated knowledge of plant operation and maintenance

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- Demonstrated skills and experience in supervising staff and promoting a customer and safety focused environment
- Physically and mentally fit to undertake duties as outlined in this position description
- A current Working with Children's Check Employment Version
- No relevant criminal record found in a Police Check.

## Desirable:

- Provide Advanced Resuscitation (HLTAID015)
- Tertiary qualifications in recreation management or equivalent

## KEY SELECTION CRITERIA

- Mandatory qualifications and experience as listed above.
- Experience working with diverse communities
- Demonstrated skills in developing a positive work culture
- Qualifications and experience in conflict management
- Experience implementing RLSS GSPO's

**CONDITIONS OF EMPLOYMENT:** In addition to the terms and conditions of Council's Enterprise Agreement and the requirements listed in this Position Description, there are policies and procedures that apply to your employment and require your diligent compliance. These policies and procedures are formulated by Council for the efficient and fair administration of employment and other business matters and can be amended from time to time. However, such policies and procedures are not deemed to be incorporated into your employment conditions, nor are they intended or deemed to impose specific contractual obligations on Council.

The following signatures are required to indicate understanding, agreement and approval of the position description.

Employee: .....

Date: .....

Manager/  
Coordinator:.....

Date: .....