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**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

**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.

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

**GENERAL PHYSICAL REQUIREMENTS**

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| **Task** | **Mainly** | **Frequently** | **Occasionally** | **N/A** |
| Stand | A black check mark on a white background  Description automatically generated |  |  |  |
| Walk | A black check mark on a white background  Description automatically generated |  |  |  |
| Sit |  |  | A black check mark on a white background  Description automatically generated |  |
| Handle |  | A black check mark on a white background  Description automatically generated |  |  |
| Reach |  | A black check mark on a white background  Description automatically generated |  |  |
| Climb/Balance |  |  | A black check mark on a white background  Description automatically generated |  |
| Crouch/Kneel |  |  | A black check mark on a white background  Description automatically generated |  |
| Talk/Hear |  | A black check mark on a white background  Description automatically generated |  |  |
| Taste/Smell |  | A black check mark on a white background  Description automatically generated |  |  |
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**Authorisation and Acknowledgement**

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| 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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