

Position Description

POSITION	Activity Officer (Duty Manager)
SECTION	Key Venues
DEPARTMENT	City Living
BUDGET SUBJECT	872 and 874
POSITION NO.	BCC807 (BLCS): BCC810 (BLCS): BCC817 (BLCS): BCC1201 (ELC): BCC1209 (ELC): BCC803 (ELC).
POSITION TYPE	Full-time
REPORTS TO	BLCS Aquatics Coordinator (BCC 807, 810 & 817): ELC Operations Supervisor (BCC 1201, 1209 & 803)
DIRECT REPORTS	No
POSITION GRADE	Band 1, Level 3, <u>Salary System</u> Grade 7
DATE	February 2015

POSITION CONTEXT

- The Key Venues (KV) section is positioned within Blacktown City Council's Directorate of City Living.
- Key Venues are administered under the authority of Blacktown Venue Management Ltd (BVM), a company wholly owned by Council acting as Council's Managing Agent.
- All employees of Key Venues are employed by Blacktown City Council (BCC) and seconded to Blacktown Venue Management Ltd.

POSITION PURPOSE:

- To ensure the centre is managed in line with industry best practice and high levels of service and customer satisfaction. Activities Officers are responsible for ensuring the effective day-to-day operation of the Centre through the effective use of available resources and adherence to policy and procedures.
- Act in accordance with the NSW WHS Act 2011, WHS Regulation 2011 and the Workplace Health and Safety (WHS) Management System to ensure a safe place of work.

QUALIFICATIONS & EXPERIENCE:

Essential:

- Holds or has the ability to obtain a Current Pool Lifeguard Certificate.
- Holds or has the ability to obtain a Current First Aid Certificate.

- Holds or has the ability to obtain a Current CPR Certificate and Oxygen Equipment.
- Experience in a similar environment.
- Current Class C Driver's Licence.
- Current Working With Children Check

Desirable:

- A preferred qualification for this position is a TAFE Certificate of Attainment (Pool Operations).

AUTHORITY:

- The incumbent has the authority to take any reasonable action that is consistent with the responsibilities of the position and to ensure the safe and efficient undertaking of work activities, which are consistent with the responsibilities of the position. The incumbent's authority is subject to any limitation imposed by the BCC and/or BVM Management Team, BCC and/or BVM Policies, Procedures and Work Instructions.

KEY ACCOUNTABILITIES:

- Ensure the Centre operates successfully and in accordance with operational and service goals.
- Organise resources effectively on a duty basis to ensure a safe and enjoyable experience for all visitors and staff.
- Provide quality customer service through competent, committed and confident supervision and leadership of centre staff and delivery of services to the highest possible standards.
- Facilitate a high quality environment for the enjoyment of customers through compliance with established standards and requirements.
- Presentation of a clean and tidy venue.
- Ensure the successful delivery of a comprehensive and consistent range of centre activity programs and services on a duty basis.
- Maintain 'good employer' relationships with all personnel and assist with the organisation of human resources through effective staff leadership, training and development.

WHS:

- Act in accordance with the NSW WHS Act 2011, WHS Regulation 2011 and the WHS Management System.
- Implement, monitor and, or comply with councils WHS Management System, including but not limited to WHS Policies, Standard Operating Procedures, Risk Assessments/Work Instructions and associated system tools in their relevant work area.
- Adequately familiarise themselves with their WHS responsibilities and actively fulfil these as indicated in the WHS Responsibilities guideline WHS 001.

Corporate:

- To commit to and embrace the objectives of Blacktown City 2030 – City of Excellence, and to be accountable for participating as appropriate in the allocated program of works designed to deliver on the identified objectives as directed.

Equal Employment Opportunity (EEO):

- Demonstrate appropriate knowledge of, and commitment to, EEO principles and anti-discrimination law in the workplace.

Environmental Sustainability:

- Act in accordance with the Protection of the Environment Operations Act 1997 (NSW), the Local Government Act 1993 (NSW) and seek to conserve and enhance our local environment, in consideration of Council's environmental sustainability policy through our work practices, programs and services.

DUTIES:

- Actively participate as directed in the induction, training and development of personnel to ensure the provision of quality customer service through competent and customer focused staff who are empowered within set parameters take responsibility for meeting customer expectations
- Effective deployment and use of resources including organisation of duty rosters
- Organise available resources on a duty basis, ensuring the delivery of a safe, enjoyable and positive environment for all visitors and staff.
- Monitor and report equipment, plant or building services failures and concerns ensuring regular preventative maintenance checks are conducted and the actioning of any repairs through consultation with the BVM CEO or his/her nominee.
- Contribute to ensuring that high standards of cleanliness and hygiene are maintained throughout the facility at all times and that procedures and schedules for facility maintenance and presentation are monitored and evaluated for improvement on an ongoing basis.
- Maintain a level of knowledge and competence that ensures familiarity with centre programs, operations and procedures.
- Assist with the ongoing planning, development and improvement of the operation of the facility, including the development of operational, cleaning and maintenance procedures.
- Liaise with other facility staff where appropriate to ensure the most efficient use of resources.
- Ensure within the scope of the position that WHS and pool supervision standards for the operation of public swimming pools, building compliance are water quality are observed and actioned. This may involve the development and updating of procedures and record keeping systems.

- Operate as part of a rostered team across a seven-day facility opening period which will include morning and evening work.
- Attend and actively participate in all staff meetings and training workshops as are required.
- Activities Officers (Duty Managers) shall possess a working knowledge and understanding of all relevant procedures and ensure a friendly disposition to all clientele with the highest possible level of customer service.
- Liaise with customers to identify needs and requirements and, through liaison with Centre staff, ensure the provision of these services meets expectations.
- Respond and deal appropriately with conflict and complaints, incidents and first aid completing relevant documentation as required.
- Be approachable to clientele and responsive to their needs.
- Provide support and proactive guidance to all staff at all times.
- Maintain close working relationships and provide operational information to other personnel as required.
- Provide regular feedback and performance information to senior personnel for all shift staff.
- Manage your time and outcomes against agreed work plans and ensure strict timelines are observed.
- Identify and recommend training needs for staff within the Centre so as to ensure a consistently high quality delivery of service and safe practice.
- Ensure all staff are current in operational policy and procedures, program initiatives and shift objectives/activities.
- Supervise and ensure that excellent levels of lifeguarding are maintained, consistent to centre protocol and always with due regard to the safety of customers and staff.
- Ensure personnel receive appropriate training in the operation of centre equipment, policy and procedures.
- Perform regular water testing procedures adhering to Centre protocol and safe pool operations.
- Perform regular reporting tasks on plant room equipment and machinery, water testing, cleaning schedules, maintenance and WHS preventative initiatives.
- Liaise with service staff on facilities bookings.
- Plan shift for effective use of staff on set-ups and space allocation for facility bookings.
- Liaise with relevant user groups/program instructors to ensure effective use of space and correct usage procedures.
- Respond to emergencies as specified in the Emergency Action Plan.
- Demonstrate active interest and leadership in WHS management.
- Demonstrate commitment to WHS through participation in formal and informal discussions, workplace visits and hazard inspections etc.

- Actively take part, where required, in the resolution of safety and injury management issues.
- Review all accidents/incidents and prepare appropriate reports.
- Review all health and safety related reports and take appropriate action.
- Take active part in the WHS committee where required.
- Liaise with other supervisory staff both within the facility, at other Key Venues and at Council to ensure the most efficient use of resources.
- To actively support and foster all facility staff working together as a “team” to meet the requirements expected by the Key Venues section, BCC and BVM.
- Provide leadership that results in motivated and effective employees. This includes managing performance of facility teams and identifying the training needs of all Centre personnel in conjunction with colleagues.
- Ensure personnel hold current pre-requisite qualifications for the roles they are employed for.
- Assist colleagues at other Key Venues as requested from time to time.
- Other duties as from time to time as may be reasonably required and requested by and/or through the BVM Chief Executive Officer or his or her nominee.

SELECTION CRITERIA:

- Relevant experience and appropriate qualifications in accordance with requirements outlined in the position description.
- Knowledge of applicable legislation/regulations.
- Experience and knowledge of the operation and aquatic plant and equipment and other resources associated with the provision of recreation facilities, programmes and events.
- Experience in the shift coordination of an aquatic/leisure centre.
- Experience in working within a team environment and as a ‘self-starter’.
- Experience in managing time effectively.
- Computer literate.
- Demonstrated commitment to customer service.
- Availability to work flexible working hours.

PERFORMANCE CRITERIA:

- As per Council’s Performance Management System.
- Minimal customer complaints.
- Effective and safe facility and programming operation.
- Water quality.
- Water safety.
- Effective written and verbal communication.

- Meeting deadlines.
- Effective adherence to Council's policies and procedures.

Employee Name (PRINT):

Employee Sighted and Agreed:

Date:

Supervisor Name (PRINT):

Authorised by Supervisor:

Date:
