

POSITION DESCRIPTION

1. POSITION DETAILS

Position Title:	Operations Team Leader
Department:	Community and Library Services
Reports to:	Enfield Aquatic Centre Coordinator
Direct reports:	Shift Supervisors, Casual Lifeguards, Customer Service Officers
Grade:	6

2. POSITION PURPOSE

To oversee the operations of the Enfield Aquatic Centre (EAC) to provide an attractive, enjoyable, healthy and safe facility for the community, having regard to Council's policies and the directions of the Enfield Aquatic Centre Coordinator.

3. ESSENTIAL CRITERIA

- Demonstrated experience coordinating and supervising a front line aquatic facility team.
- Demonstrated experience implementing systems to support compliance with RLSSA GSPO, NSW Health Pool & Spa Guidelines, LGA Practice Note 15 & WHS Requirements.
- Demonstrated experience with planning and monitoring facility maintenance, including coordinating contractors.
- Demonstrated experience overseeing pool plant operations.
- Demonstrated experience in preparing and implementing work place procedures and quality assurance systems.
- Demonstrated experience in customer service, including cash handling.
- Demonstrated high level communications skills, both written and spoken.
- Certificate III Pool Operations or equivalent.
- Current RLSSA Pool Lifeguard Certificate.
- Current Nationally Recognised Senior First Aid Certificate & Senior Resuscitation Certificate.
- Current Working with Children Check.
- Demonstrated commitment to EEO, WH&S and Cultural Diversity principles.

Desirable Criteria

- Learn to Swim certification and experience.
- Working knowledge of facility management and booking software packages.

4. MAJOR ROLE AND CHALLENGES OF THE POSITION

The major role and challenges of the position of Operations Team Leader are to:

- Providing leadership and direction to the Customer Service and Pool Operations staff.
- Ensuring staff compliance with all facility procedures.
- Maintaining EAC operations at all times in accordance with legislation and Council policy with industry standards.
- Maintaining the highest level of safety standards at the EAC.
- Delivery of high quality customer services, including face to face, electronic and telephone interactions.
- Ensuring appropriate cash handling practices are maintained at all times.
- Work as a team player with the Coordinator, Team Leaders and other staff of the centre.

5. WH&S RESPONSIBILITIES

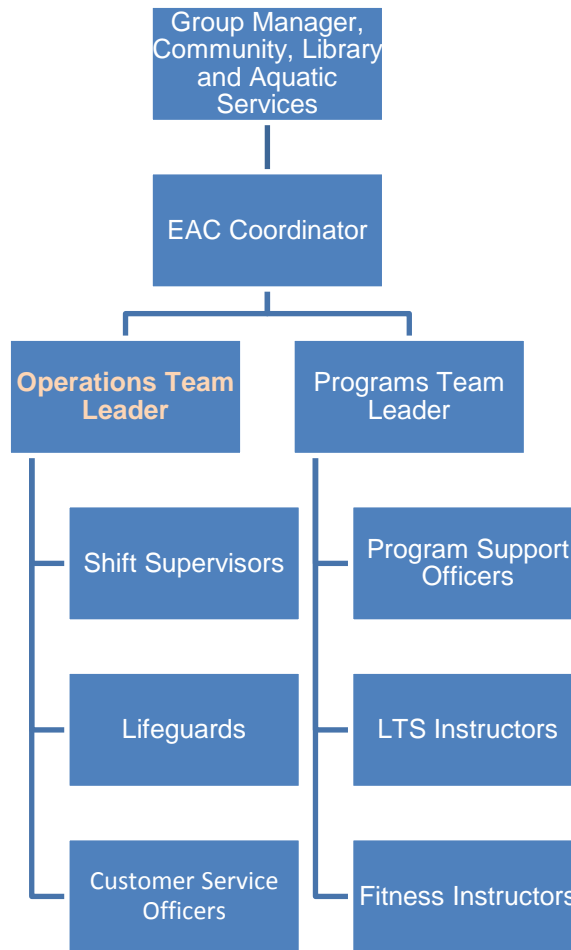
Team Leaders are responsible for the day to day supervision of their employees, contractors and volunteers and for ensuring all tasks are performed safely. In particular, they shall:

- Ensure all tasks are performed in accordance with Legislative requirements;
- Ensure all tasks are performed in accordance with the safe work method statements and safe operating procedures;
- Review all Council activities and undertake steps to improve safety;
- Promote WH&S with employees, contractors, volunteers and the public;
- Ensure reported hazards and other WH&S issues are dealt with immediately or discussed with Coordinators and Group Managers without delay;
- Ensure employees, contractors and volunteers participate in relevant WH&S training;
- Ensure that injured employees, contractors and volunteers are adequately cared for immediately following an accident;

6. KEY ACCOUNTABILITIES

- Organise, conduct and oversee all EAC operations in conjunction with the EAC Coordinator.
- Supervise Shift Supervisors, Lifeguards and Customer Service Officers.
- Take steps to ensure all necessary tasks are carried out to provide a safe, clean and healthy facility for public and staff.
- Operate the filtration, disinfection and other pool equipment to ensure a healthy swimming environment.
- Maintain all swimming pools in a clean and healthy state and adhere to all Health Department Regulations and Standards.
- Supervise water testing procedures.
- Carry out first aid and lifesaving duties when required.
- Take steps to ensure all rules of good conduct are followed and arrange for any person who is continually breaking the rules or behaving in a manner which is potentially dangerous to themselves or other patrons to be removed from the centre.
- Take action to ensure all areas of the centre are clean and tidy at all times, so as to present an attractive appearance to the public.
- Undertake stock control and maintenance of chemicals, cleaning products and first aid items.
- Prepare draft rosters for operations staff, as required, for approval by the EAC Coordinator
- Monitor the facility maintenance and quality assurance program, including the review of maintenance contracts and preparation of maintenance plans and reports.
- Monitor and maintain the staff database to ensure all staff qualifications are kept up-to-date.
- Assist with the training of new EAC staff.
- Present a personal image that enhances the centre's image.
- Assist as required with frontline customer services tasks, such as handling enquiries and cashiering.
- Assist in maintaining good relations with all users of the EAC.
- Assist the Coordinator to prepare regular reports, including graphs and tables.
- Assist the Coordinator in relation to employee timesheets.
- Prepare purchase orders and undertake appropriate purchasing administration.
- Use Council's authorised recordkeeping system to create and receive documents including emails, in accordance with Council's Records Management Plan.
- In conjunction with the EAC Coordinator, establish and report on workplan KPIs.
- Participate in the on-call roster for after hours support.

7. ORGANISATIONAL RELATIONSHIPS



APPROVAL OF POSITION DESCRIPTION

- This position description has been reviewed and accurately describes the job.
- Job qualifications are relevant to the position.
- If changes are required to be made to your position description, please contact the Executive Manager Organisation Development for advice on alterations.

General Manager:

Date:

Position Holder:

Date: