

Role Description – SV042

Casual Pool Attendant

Role Title	Casual Pool Attendant
	Aquatic Centre
Division/Branch/Unit	Sports Venues
Classification/Grade/Band	Level B Sydney Olympic Park Authority Managed Sports Venues Award
Date of Approval	March 2018

Organisational Overview

As a world-leading precinct built on the legacy of the Sydney 2000 Olympic & Paralympic Games, Sydney Olympic Park is diverse and carefully-planned, bringing together the best in residential living, sport, entertainment, recreation, business, education and the environment, right in the heart of global Sydney.

Sydney Olympic Park Authority are custodians of the Park, with a strong commitment to creating a vibrant, sustainable community within an unequalled destination for sport, entertainment, recreation and business and one of Australia's largest and most diverse urban parklands.

Sydney Olympic Park Authority is part of the Office of Sport which is an Executive Agency in the Department of Industry cluster of the NSW government. The Authority has five business units:

1. Commercial
2. Asset Management and Environmental Services
3. Venue Management
4. Place Management, and
5. Business Support.

Venue Management

The Venue Management team is responsible for the day-to-day operations of the following sports venues and facilities that provide a diverse variety of sport, recreation and leisure activities, programs and events for the community as well as elite and high performance athlete training facilities:

- Aquatic Centre
- Athletic Centre
- Archery Centre
- Quaycentre
- Hockey Centre
- Sports Halls
- Satellite facilities, including Archery Centre, Tom Wills Oval, Newington Armory sports venues and Wilson Park.

Primary Purpose of the Role

Responsible for meeting the needs of customers utilising the Sydney Olympic Park Aquatic Centre. Particular emphasis is placed on safety risk elimination and ensuring rules and regulations are adhered to by users of these facilities.

Key Accountabilities

- Complete appropriate forms in relation to availability, with a wide space of availability, weekends included.
- Follow guidelines established in the Staff Handbook.
- Monitor the facilities and report on issues relating to Work Health & Safety and Risk Management to the Pool Supervisors.
- Respond to requests of Supervisors and senior management.
- Promptly respond to incidents requiring first aid treatment.
- Compliance with administration and organisational policies and procedures and legislative requirements, including WHS, Information Security and EEO.

Key Challenges

- Ensuring that regular and proper maintenance of assets and facilities is carried out and maintaining sanitation and cleanliness of the Centre to required standards.
- Be aware of the Centres' record management policy, creating and filing records of business activity as required.

Key Relationships

Who	Why
Internal	
Aquatics and Programs	To ensure members are integrated into their programs and associated activities
Customer Service Work Area	To collaboratively deliver high level customer service
Health Club	To ensure members are integrated into their programs and associated activities
Property and Services	To maintain and service assets relevant to Pool Operations and Event delivery
External	
Venue Hirer	To assist and monitor the delivery of high level service for associated bookings
Pool Operations Contractors	To maintain and service assets relevant to Pool Operations

Role Dimensions

Decision making

This role is responsible for routine day to day decisions; matters of a more complex nature are referred to the rostered Pool / Duty Supervisor

Decision making is made in accordance with the Centre's Conditions of Entry and existing policies and procedures.

Reporting Line

Pool Supervisor.

Direct Reports

N/A

Budget/Expenditure

N/A

Knowledge, Skills and Experience

- Pool Lifeguard Qualifications recognised in NSW
- Current approved NSW First Aid Qualification
- Experience in an aquatic environment.

Other requirements

- The position involves face-to-face contact with children in a child-related sector. The incumbent will have a current Working With Children Check
- The incumbent must maintain, on an on-going basis all pre-requisite qualifications.





Capabilities for the Role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework

Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Foundational
	Act with Integrity	Foundational
	Manage Self	Foundational
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Foundational
	Commit to Customer Service	Foundational
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
 Results	Deliver Results	Foundational
	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Foundational
 Business Enablers	Finance	Foundational
	Technology	Foundational
	Procurement and Contract Management	Foundational
	Project Management	Foundational

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes Act with Integrity	Foundational	<ul style="list-style-type: none"> Behave in an honest, ethical and professional way Take opportunities to clarify understanding of ethical behaviour requirements Identify and follow legislation, rules, policies, guidelines and codes of conduct that apply to your role Speak out against misconduct, illegal and inappropriate behaviour Report apparent conflicts of interest
Relationships Communicate Effectively	Foundational	<ul style="list-style-type: none"> Speak at the right pace and volume for varied audiences Allow others time to speak Display active listening Explain things clearly Be aware of own body language and facial expressions Write in a way that is logical and easy to follow
Relationships Commit to Customer Service	Foundational	<ul style="list-style-type: none"> Understand the importance of customer service Help customers understand the services that are available Take responsibility for delivering services which meet customer requirements Keep customers informed of progress and seek feedback to ensure their needs are met Show respect, courtesy and fairness when interacting with customers
Results Demonstrate Accountability	Foundational	<ul style="list-style-type: none"> Take responsibility for own actions Be aware of delegations and act within authority levels Be aware of team goals and their impact on work tasks Follow safe work practices and take reasonable care of own and others health and safety Escalate issues when these are identified
Business Enablers Technology	Foundational	<ul style="list-style-type: none"> Display familiarity and confidence in the use of core office software applications or other technology used in role Understand the use of computers, telecommunications, audio-visual equipment or other technologies used by the organisation Understand information, communication and document control policies and systems, and security protocols Comply with policies on acceptable use of technology