

POSITION DESCRIPTION

Position Title:	DUTY MANAGER
Position Number:	AQN115
Classification:	DUTY MANAGER
Agreement/Award:	EBA
Responsible to:	OPERATIONS MANAGER
Service Area:	MAROONDAH LEISURE

Role and Summary Statement

The Duty Manager is responsible for assisting with the daily operations of the facility by providing leadership and direction to staff and customers to meet organisational goals and objectives.

Tasks and Responsibilities

1. Supervise, coach and mentor facility staff to achieve and meet organisational goals and objectives, complying with the Duty Manager Protocol.
2. Liaise with all facility customers and staff in a polite, efficient, and supportive manner and in accordance with all related guidelines, policies, procedures, and work instructions. Maintain the highest ethical standards and confidentiality when interacting with customers and staff.
3. Coordinate and regulate the use of all facility areas for public and user groups and ensure areas are appropriately arranged with signage and/or equipment, as outlined in centre booking allocations. Maintain a high profile to ensure programs and activities are conducted in accordance with organisational goals and objectives.
4. Provide a clean, functional work space by ensuring the facility is well presented and clean.
5. Understand and know the Emergency Evacuation Manual and Supervision Manual, acting as the Chief Warden in an emergency situation. Provide leadership and support in first aid and emergency situations.
6. Maintain mandatory qualifications and attend in-house training sessions and meetings to maintain lifesaving skills and other duties, as outlined in Lifeguard and Duty Manager Protocol.
7. Be available to work a span of hours and days including open, close and weekend Lifeguard and Duty Manager shifts.
8. Other duties as required or directed by the operations team.
9. Cooperate and comply with the requirements of all Maroondah City Council Occupational Health and Safety policies and procedures and any actions taken by Council to comply with the Occupational Health and Safety Act 2004 and other regulations. This includes taking reasonable care for own safety and the safety of others who may be affected by their actions or omissions, including employees, contractors, volunteers, Council customers and the community in general.
10. Actively support and promote Equal Opportunity within the workplace in accordance with the Equal Opportunity Act 1995, Racial Tolerance Act 2001, Disability Discrimination Act 1992, Australian Human Rights Commission Act 1986, Charter of Human Rights and Responsibilities Act 2006, Racial Discrimination Act 1975, Sex Discrimination Act 1984, Equal Opportunity for Women in the Workplace Act 1999, Occupational Health and Safety Act 2004, Fair Work Australia Act 2009, Local Government Act 1989, and Council policies.
10. Observe the application of Council's Risk Management Policy and Strategy; be accountable for adherence to the same policy. Report identified hazards that may pose a risk to others and/or may give rise to an insurance claim. Ensure that all buildings, motor vehicles, equipment and other assets under your control are maintained in accordance with the defined standards and any required maintenance or damage are promptly reported to the appropriate officer for rectification. (Inspections/risk assessments should take into consideration the risk for safety, security, vandalism, burglary/theft and fire/arson). Actively support and promote Equal Opportunity within the workplace in accordance with the Equal Opportunity Act 1995, Racial Tolerance Act 2001, Disability Discrimination Act 1992, Australian Human Rights Commission Act 1986, Charter of Human Rights and Responsibilities Act 2006, Racial Discrimination Act 1975, Sex Discrimination Act 1984, Equal Opportunity for Women in the Workplace

Act 1999, Occupational Health and Safety Act 2004, Fair Work Australia Act 2009, Local Government Act 1989, and Council policies.

11. Observe the application of Council's Risk Management Policy and Strategy; be accountable for adherence to the same policy. Report identified hazards that may pose a risk to others and/or may give

Organisational Relationships

Internal Relationships Centre Management and Facility Staff.

External Relationships Patrons of Maroondah Leisure facilities, Clubs, Schools, and User Groups.

To perform the job successfully, the incumbent must demonstrate the following competencies and qualities:

Qualifications

Essential

- RLSSA Pool Lifeguard Award (or equivalent).
- Senior/Level 2 First Aid Certificate.
- Current Resuscitation Certificate and defibrillator qualification.
- Current Working with Children Check.
- CrimCheck

Desirable

- Pool Operators Certificate.

Experience

Essential

- Demonstrated experience in a supervisory role within an aquatic facility including a sound understanding of aquatic operations and knowledge of relevant codes, regulations and guidelines.
- Demonstrated experience in leading, managing and coaching team members in achievement of team and organisational goals and objectives.
- Demonstrated ability to control day-to-day pool operations including plant room operations and maintenance, water quality control, commercial pool filtration and disinfection, facility programming, customer liaison, resources management and quality control.
- Demonstrated understanding of effective operational policies for facilities and activities related to aquatic programs including Occupational Health and Safety, Risk Management, Human Resources and Quality Management.
- High-level interpersonal and communication skills including the ability to develop and maintain relationships with internal and external facility stakeholders in achievement of quality sport and fitness operations.

INTER-PERSONAL SKILLS:

Written Communication

Requires reading and writing skills sufficient to produce a written record of simple events; read standardised correspondence; read and interpret documents such as safety rules, less complex operating and maintenance instructions and procedure manuals.

Speaking and Listening Skills

Requires ability to gain co-operation from others to achieve a specific immediate outcome. Able to reflect empathy with others, be aware of body language, and to gauge emotions.

SPECIALIST SKILLS AND KNOWLEDGE:

Numeracy

Requires numeracy to a level where; more complicated computations can be made (eg calculation of percentages, discounts, mark-ups, proportions, area, circumference, volume), where basic algebra and geometry concepts can be applied, or where substantial amounts of cash are handled (eg teller), or interpretation of numbers such as averages can be made, or simple charts, graphs or tables can be drawn or interpreted.

Computer Skills

Use basic spreadsheets, elementary presentation software, and similar proprietary software; perform basic word processing functions and file management procedures (copy, move, delete, save).

Physical Skills

The position requires above average levels of physical agility.

Care

The position requires that compassion be expressed towards, or comfort be provided to, a person or other living thing on a personal basis.

Application of the Law and Legislative Procedure

References procedural legislation to guide work practice. Interpretation of the legislation is readily available through precedent or provided by others.

MANAGEMENT SKILLS:

Research, Analysis and Information Management Skills

Standardised analysis of data using prescribed analysis tools, such as standardised laboratory tests or quality control tests. Conclusions drawn fall into a set of expected outcomes. There is no subjectivity in the conclusions drawn from such analysis.

Financial Resources Management Skill

Requires an understanding of the purpose of, and the ability to apply and work within a budget.

Human Resources Management Skill

Requires familiarity with and the ability to apply human resource policies, including for example conditions of employment and occupational health and safety. May provide on-the-job training, guidance and advice.

JUDGEMENT AND DECISION MAKING:

Problem Solving

Semi-routine situations involving limited choice between established routines and precedents, i.e. looking to experience to provide the answer. The jobholder must identify, with modification as appropriate, a solution from among a range of similar, previously established options.

ACCOUNTABILITY AND EXTENT OF AUTHORITY:

Functional Breadth

Supervision of an activity within a function.

Proficiency

In vocational, trade, or professional jobs, and in non-vocational supervisory jobs, works independently on tasks of standard difficulty for the role. For non-vocational, non-supervisory jobs, positions that require a well experienced practitioner, or is proficient in a specialised area.

Accountability for Capital Assets

The assets (primary) are shared over which the position has a level of stewardship have limited importance in the overall context of the organisation and the level of efficiency of their use does not materially impact on the organisation's overall performance.

Accountability for Client Service

The position is responsible for providing services at advanced level clerical or trades, or at associate professional level, or the lowest professional level to external clients.

Agreement: I have read, understood and agree to comply with this position description.

Name:

Signature:

Date:

Prepared by:	<i>Human Resources</i>	Authorised By:	<i>Corporate Management Team</i>
Date Reviewed:	<i>24/04/2017</i>	A Sledge	

SELECTION CRITERIA

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|-------------|---|
| Criteria 1. | Demonstrated achievement of minimum qualifications including: RLSSA Pool Lifeguard Award (or equivalent), Senior/Level 2 First Aid Certificate, Current Resuscitation Certificate, Defibrillator qualification, Pool Operators Certificate and Working with Children Check (or willingness to undertake). |
| Criteria 2. | Demonstrated experience in a supervisory role within a Leisure or Aquatic Facility. |
| Criteria 3. | Demonstrated understanding of OH&S principles and the applications of safety standards. |
| Criteria 4. | Demonstrated knowledge of basic plant and equipment maintenance practices. |
| Criteria 5. | Demonstrated ability to work effectively and flexibly as part of a team. |
| Criteria 6. | Demonstrated commitment to achieving organisational goals and objectives. |

PERSONAL CAPABILITY REQUIREMENTS

TASKS DESCRIPTIONS (Tick relevant frequency)

Requirements	Frequency			
	Unlikely	Possible	Occasionally	Regularly
Passive				
Sitting - counter / desk		✓		
Sitting – vehicle	✓			
Operating Telephone / Computer				✓
Writing / Reading				✓
Manual Handling				
Bending / Twisting Spine				✓
Working with one or both hands above shoulder height		✓		
Lifting (5kg or under p/item)				✓
Lifting (5kg or over p/item)				✓
Requiring low/light application of force				✓
Requiring medium to high application of force			✓	
Lifting/holding/restraining children		✓		
Exerting force in an awkward posture	✓			
Holding & supporting equipment			✓	
Agility				
Squatting / Kneeling				✓
Looking up / Looking down				✓
Reaching forwards or sideways				✓
Gripping or grabbing equipment				✓
Mobility				
Walking / standing- briefly				✓
Walking / standing- extended				✓
Walking on uneven ground		✓		
Climb steps/stairs				✓
Climb ladder		✓		
Driving – passenger vehicle	✓			
Driving – light commercial (regular drivers licence)	✓			
Driving – bus (endorsed licence)	✓			
Driving – machinery/heavy commercial	✓			
Sensory				
Hearing – face to face / telephone conversations				✓
Hearing – working with loud machinery		✓		
Visual – read printed material, signage				✓
Visual – computer screen, electronic signs				✓
Visual – driving	✓			
Visual – watching with vigilance (e.g. SXS, Lifeguard)				✓
Emotional				
Dealing with complex customers / residents				✓
Supporting dependent persons	✓			
Dealing with conflict				✓
Managing complex personal situations				✓
Providing empathy			✓	
Work Environment				
Outdoor – exposed to elements, plant & equipment				✓
Confined spaces	✓			
Working alone		✓		
Working at heights (greater than 2m)	✓			
Exposure to extensive dust			✓	
Pollen (or other allergens)				✓
Exposure to polluted odours and/or chemicals				✓
Personal waste	✓			

Office Use - Pre employment Medical Checks

	If selected - Musculoskeletal assessment recommended
	If selected - Audiology (hearing) assessment recommended
	If selected – Vision assessment recommended

Office Use – Other Checks

	If selected – Risk assessment for PDA recommended
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Our Workplace Values



Co-operation

Working together and sharing knowledge to achieve common goals and agreed outcomes.

We encourage people to:

INVOLVE OTHERS	Work with others in decision-making and the development of goals and plans.
ACHIEVE ORGANISATIONAL GOALS	Understand the different roles across the organisation and fully utilise skills and experience of others to help achieve goals and outcomes.
SUPPORT COLLEAGUES	Recognise strengths and demonstrate appreciation of team members.
VALUE PEOPLE	Respect individual differences and opinions and acknowledge the effort and achievement of colleagues.
BUILD RELATIONSHIPS	Develop a wide range of alliances and a comprehensive knowledge of the organisation and its services.
BE ACTIVE TEAM MEMBERS	Be accountable and acknowledge and support those who demonstrate leadership.

Commitment

Leading by example to achieve the best result for the organisation and the community.

We encourage people to:

BUILD TRUST	Act with openness, honesty, and integrity.
SEE THINGS THROUGH	Be accountable and proactive with tasks and work through any associated issues to see tasks through to completion.
DEVELOP SKILLS	Actively seek feedback and opportunities to improve skills.
TAKE INITIATIVE	Anticipate the requirements and needs of others and take action outside of routine responsibilities.
SEEK RESPONSIBILITY	Take on responsibilities that will broaden experience and add to the effectiveness of the team.

Communication

Sharing information and ideas at all levels, the Council and the community.

We encourage people to:

LISTEN TO OTHERS	Actively listen and demonstrate empathy for others' underlying concerns, interests and/or emotions.
DEMONSTRATE RESPECT FOR ALL	Respect others' opinions and views.
ACT WITH HONESTY AND INTEGRITY	Communicate openly and honestly and act with integrity.
COMMUNICATE CLEARLY AND EFFECTIVELY	Use and demonstrate respect for communication styles and mediums that best suit the receiver, issue and situation. Ensure the information communicated is understood by the receiver.
KEEP OTHERS INFORMED	Willingly share information and keep the community and colleagues well informed.
USE INFORMATION ETHICALLY	Respect confidentiality and the sensitivity of some forms of information, and protect the accuracy of data.

Continuous Improvement and Innovation

Consistently finding better ways of delivering service and value

We encourage people to:

UNDERSTAND NEEDS	Seek to clearly understand the requirements of those to whom we provide service.
SOLVE PROBLEMS	Raise problems openly, consult with others and generate alternative options.
CONSIDER ALTERNATIVES	Take inspiration from internal and external influences to form new ideas, approaches, better processes and practices.
EMBRACE BETTER WAYS	Demonstrate flexibility and a willingness to embrace change.
EVALUATE PERFORMANCE	Continually measure and assess the performance of the activities in which we are involved, review processes and provide honest and constructive feedback.
ENCOURAGE INNOVATION	Think outside the square to explore new ideas and opportunities.
STRIVE FOR EXCELLENCE	Seek to lead the way.
SHARE IDEAS WITH OTHERS	Promote and communicate ideas.

Employee Level Core Competencies	Supervisor / Coordinator / Leading Hand Level Core Competencies	Team Leader Level Core Competencies	Manager Level Core Competencies	Director Level Core Competencies	CEO Level Core Competencies
<p>Cooperation</p> <p>The ability to work harmoniously with others to achieve common goals and agreed outcomes. Value work relationships. Share critical information and knowledge and seek opinions before making decisions. Respond positively to instructions and procedures. Work effectively on projects that cross functional lines.</p>	<p>Cooperation</p> <p>The ability to work harmoniously with others to achieve common goals and agreed outcomes. Value work relationships. Share critical information and knowledge and seek opinions before making decisions. Respond positively to instructions and procedures. Work effectively on projects that cross functional lines.</p>	<p>Cooperation</p> <p>The ability to work harmoniously with others to achieve common goals and agreed outcomes. Value work relationships. Share critical information and knowledge and seek opinions before making decisions. Respond positively to instructions and procedures. Work effectively on projects that cross functional lines.</p>	<p>Cooperation</p> <p>The ability to work harmoniously with others to achieve common goals and agreed outcomes. Value work relationships. Share critical information and knowledge and seek opinions before making decisions. Respond positively to instructions and procedures. Work effectively on projects that cross functional lines.</p>	<p>Cooperation</p> <p>The ability to work harmoniously with others to achieve common goals and agreed outcomes. Value work relationships. Share critical information and knowledge and seek opinions before making decisions. Respond positively to instructions and procedures. Work effectively on projects that cross functional lines.</p>	<p>Cooperation</p> <p>The ability to work harmoniously with others to achieve common goals and agreed outcomes. Value work relationships. Share critical information and knowledge and seek opinions before making decisions. Respond positively to instructions and procedures. Work effectively on projects that cross functional lines.</p>
<p>Commitment</p> <p>The ability to lead by example to achieve the best result for the organisation and the community. Take pride in work; evaluate work results for effectiveness and look for opportunities to improve work practices to achieve excellence.</p>	<p>Commitment</p> <p>The ability to lead by example to achieve the best result for the organisation and the community. Take pride in work; evaluate work results for effectiveness and look for opportunities to improve work practices to achieve excellence.</p>	<p>Commitment</p> <p>The ability to lead by example to achieve the best result for the organisation and the community. Take pride in work; evaluate work results for effectiveness and look for opportunities to improve work practices to achieve excellence.</p>	<p>Commitment</p> <p>The ability to lead by example to achieve the best result for the organisation and the community. Take pride in work; evaluate work results for effectiveness and look for opportunities to improve work practices to achieve excellence.</p>	<p>Commitment</p> <p>The ability to lead by example to achieve the best result for the organisation and the community. Take pride in work; evaluate work results for effectiveness and look for opportunities to improve work practices to achieve excellence.</p>	<p>Commitment</p> <p>The ability to lead by example to achieve the best result for the organisation and the community. Take pride in work; evaluate work results for effectiveness and look for opportunities to improve work practices to achieve excellence.</p>
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<p>Continuous Improvement and Innovation</p> <p>The ability to find better ways of delivering service and value. Challenge conventional practices; adapt established methods for new uses; pursue ongoing improvement activities and create novel solutions to problems.</p>	<p>Continuous Improvement and Innovation</p> <p>The ability to find better ways of delivering service and value. Challenge conventional practices; adapt established methods for new uses; pursue ongoing improvement activities and create novel solutions to problems.</p>	<p>Continuous Improvement and Innovation</p> <p>The ability to find better ways of delivering service and value. Challenge conventional practices; adapt established methods for new uses; pursue ongoing improvement activities and create novel solutions to problems.</p>	<p>Continuous Improvement and Innovation</p> <p>The ability to find better ways of delivering service and value. Challenge conventional practices; adapt established methods for new uses; pursue ongoing improvement activities and create novel solutions to problems.</p>	<p>Continuous Improvement and Innovation</p> <p>The ability to find better ways of delivering service and value. Challenge conventional practices; adapt established methods for new uses; pursue ongoing improvement activities and create novel solutions to problems.</p>	<p>Continuous Improvement and Innovation</p> <p>The ability to find better ways of delivering service and value. Challenge conventional practices; adapt established methods for new uses; pursue ongoing improvement activities and create novel solutions to problems.</p>

Employee Level Core Competencies	Supervisor / Coordinator / Leading Hand Level Core Competencies	Team Leader Level Core Competencies	Manager Level Core Competencies	Director Level Core Competencies	CEO Level Core Competencies
<p>Customer Service Skills</p> <p>The ability to build and maintain customer satisfaction with the products and services offered by the organisation. A desire to help or serve others in accordance with customer service processes and standards.</p>	<p>Customer Focus and Quality</p> <p>The ability to focus the team on the delivery of high quality and innovative services to internal and external clients. Resolve difficult or complicated challenges.</p>	<p>Customer Service Management</p> <p>The ability to plan and direct customer service activities that meet customer needs and support organisational operations. Work with stakeholders to deliver improved customer services and to resolve complex complaints.</p>	<p>Stakeholder Engagement and Management</p> <p>The ability to identify, collaborate and negotiate with stakeholders of diverse interests to achieve successful outcomes.</p>	<p>Agility and Critical Thinking</p> <p>The ability to deal with ambiguity and change, to lead and foster innovation and creativity. Make and implement decisions quickly to generate successful outcomes.</p>	<p>Conduct and Governance</p> <p>The ability to provide direction and effectively monitor, control and take accountability for the activities of the organisation and its people.</p>
<p>People and Teamwork Skills</p> <p>The ability to adapt to and work cooperatively in partnership with others in a variety of situations</p>	<p>People Management / Development</p> <p>The ability to inspire, coach, empower, develop and motivate people and take corrective action when required.</p>	<p>Leadership and Coaching</p> <p>The ability to effectively lead, manage and develop the team in achievement of team and organisational goals. Recruit and retain the right people with the right skills and enable co-workers to grow and succeed through feedback, instruction and encouragement.</p>	<p>Innovation Leadership</p> <p>The ability to promote a culture that supports and encourages improvement and rewards successful innovative outcomes.</p>	<p>Change Leadership</p> <p>The ability to manage complex change including understanding cultural dynamics and developing practical strategies to support the change team to achieve the best outcomes for the organisation.</p>	<p>Transformational Leadership</p> <p>The ability to build, motivate and collaborate with people at different levels of an organisation to accomplish change for the better. Set goals and incentives to push people to higher performance levels, while providing opportunities for personal and professional growth.</p>
<p>Personal Planning and Effectiveness</p> <p>The ability to plan, prioritise manage and accept responsibility for own work outcomes. Communicate effectively with stakeholders.</p>	<p>Team Planning and Work Organisation</p> <p>The ability to plan and manage work assignments, assign responsibilities, set expectations, align performance goals with organisational goals, manage conflict and monitor delegated activities.</p>	<p>Team Planning, Performance and Process Improvement</p> <p>The ability to create, execute and monitor team plans. Set ambitious goals and high standards for the team and work towards improving work processes.</p>	<p>Service Delivery Planning and Execution</p> <p>The ability to devise plans to maintain and build organisational sustainability through strategic and organisational innovation. Apply relevant legislative and risk management and mitigation strategies into work activities.</p>	<p>Strategic Thinking, Planning and Foresight</p> <p>The ability to visualise the big picture, align priorities with broader goals, monitor and measure outcomes and use feedback to produce or alter plans and actions of the organisation.</p>	<p>Community Focus and Service Delivery</p> <p>The ability to direct the growth and innovation of service delivery across the organisation and broader Local Government. Deliver more connected services to provide better outcomes for the community.</p>
<p>Self Management and Personal Development Skills</p> <p>The ability to adapt to new situations by applying skills in different areas, or by acquiring new skills. Display an ongoing commitment to learning and self-improvement.</p>	<p>Emotional Intelligence</p> <p>The ability to evaluate emotions and restrain negative actions under conditions of stress to achieve goals. Empathise and negotiate with others whilst exercising tact and diplomacy.</p>	<p>Relationship Building and Stakeholder Management</p> <p>The ability to build and maintain positive and productive relationships with internal and external stakeholders to achieve mutually beneficial outcomes. Engage stakeholders, manage expectations, address concerns and resolves issues.</p>	<p>Organisational/ Environmental Awareness / Systems Thinking</p> <p>The ability to scan the internal and external environment for information about the present and future. Apply simple thinking techniques for gaining systemic insights into complex situations and problems. Manage organisational assets to increase organisational performance.</p>	<p>Political Acumen and Strategic Influencing</p> <p>The ability to understand the socio-cultural, historical, political, and economic context within which the organisation operates. Integrate an understanding of the organisational direction with an awareness of the political climate to solve problems and accomplish goals.</p>	<p>Positioning and Partnerships</p> <p>The ability to manage partnerships and to be creative and participative in harmonising different interests, expectations, and needs among networks. Use a variety of coaching methodologies to understand the perspectives of others and to create opportunities for success.</p>