



Murrindindi
Shire Council

Position Description

Duty Manager

Professionalism Integrity Accountability Empathy





Murrindindi 2030 Vision

We are sustainable, vibrant and resilient.

We focus on growing our business opportunities.

Our communities are safe and connected, enjoying a healthy and productive lifestyle within our wonderful natural environment.

POSITION TITLE

Duty Manager - Lifeguard

JOB NUMBER

414

CLASSIFICATION

Murrindindi Council Enterprise Agreement
Band 3

GROUP

Community & Development

DEPARTMENT

Community Wellbeing

APPROVED BY

Manager Community Wellbeing

DATE

July 2023

Position Overview and Objective

Over summer, Council's outdoor swimming pools become significant meeting places for the community providing social connection and enhancing swimming skills and water confidence levels. Council is committed to a high-quality aquatic service for residents and visitors.

The Duty Manger is responsible for supervising the lifeguards and the safety of patrons in the pool area as well as identifying and responding to potential risks and taking appropriate action to reduce those risks.

The objective of the Duty Manager is to support lifeguards and assist the Facility Supervisor in ensuring the operation of the Council's aquatic facilities is of the highest quality and to provide a safe and enjoyable aquatic experience.

Key Responsibilities

Aquatic Operations

- Ensure grounds, pool and plant equipment are maintained to a high standard across the season, troubleshooting and reporting issues as needed
- Support Facility Supervisor in the management of chemicals, equipment and general inventory

- Monitor water quality to ensure it meets standards set out in Health (Infectious Diseases) Regulations 2001 Part 7 Public Spa Pools and Public Swimming Pools and adjust chemical levels as necessary
- Coordinate and communicate efficiently and effectively with lifeguards, aquatics staff and the Recreation and Community Development Officer
- Ensure compliance with all Council policies, including Code of Conduct and regulations and legislation in relation to the area of responsibility. This includes following EEO, OHS requirements listed in respective policies, and the Guidelines for Safe Pool Operations (GSPO) and Murrindindi Swimming Pool Operations Manual to ensure a safe and healthy work environment.
- Work within established guidelines as per Aquatic Operations Manual Provide information and support to other members of staff
- Lifeguarding duties, including the ability to maintain concentration for long periods, work outdoors in a variety of weather conditions and respond to emergency situations if needed.

Supervision and Leadership

- Lead and support seasonal staff, pool users and contractors as necessary to ensure safe operation and compliance with key responsibilities
- Create a positive work culture, and motivate, develop, and support the training of lifeguards in specialist processes and procedures.
- Manage and report upon patron behaviour, ensuring a safe environment for all patrons and staff
- Work with minimal supervision
- Organise and run pool events in consultation with the Recreation and Community Development Officer and Aquatics Operations and Facility Supervisor.
- Coordinate staff rosters (at least 2 weeks in advance) if required

Administration

- Review, update and maintain OH&S standards with appropriate operations manuals and service specifications of the aquatic facilities.
- Complete weekly forms: Hazard incident forms, First aid report forms, and Daily checklists.

Organisational Relationship

Reports to: Aquatics Operations & Facility Supervisor

Supervises: Pool Lifeguards

Internal Relationships: Recreation & Community Development Officer
Coordinator, Community Development
and other relevant Departments of Council

External Relationships: Pool users, contractors

Key Selection Criteria

- Well-developed time management and organisational skills.
- Demonstrated ability to work independently and as part of a team
- Team leadership and staff supervision experience.
- Strong interpersonal skills with customer focus.
- Proven ability to problem solve on a day to day basis

Essential Position Requirements

The following section outlines requirements specific to this job.

Enterprise Agreement Ordinary Hours and Days Clause 16.2	Aquatic Facilities / Recreation Centres
Drivers Licence / Ability to travel	Required to enable travel to different sites (including within and outside the municipality) to undertake the requirements of the role
Physical Requirements	This role has specific physical requirements which may include a level of physical fitness or ability associated with tasks. May include manual handling activities, lifting of weights, bending, twisting, working at height, operating specialised equipment.
Psychological Requirements	All roles at Council have a public accountability and at times will be required to meet specified deadlines, general workload and completion demands and deal with some change that may be beyond the individual's personal control.
Checks	<p>Police / Criminal Record Check</p> <p>Yes – on commencement and during employment by self-disclosure obligation or at the direction of Council due to requirements of the position.</p> <p>Evidence of rights to work in Australia</p> <p>Required</p> <p>Working with Children Check</p> <p>Required to perform role due to direct work with children</p> <p>COVID Vaccination</p> <p>In accordance with Council policy</p>
Matters relevant to the above checks	Deals directly with members of the public
Work location conditions	Onsite – role is required to be performed on site (due to business needs and/or customer contact requirements)
Information Technology Literacy	Basic knowledge and experience in computer literacy, using Microsoft Suite and other computer programs.
Outside ordinary hours of work	Role is rostered and requires availability to work on call, outside or after-hours work or on weekends/public holidays
Qualifications / Registrations / Licences / Memberships	<ul style="list-style-type: none"> • Pool Lifeguard qualification. • Current Victorian driver license to enable travel to Municipal pool sites • Level 2 First Aid

Band 3 (Operations & Community Services Employees)

Accountability and extent of authority	<ul style="list-style-type: none"> • Perform work under general supervision. • Interact with the public or other employees including explaining specific procedures and practices. • May be required to supervise and coordinate others in similar or related work. • Be accountable for the quality, quantity and timeliness of work and care of Council assets.
Judgment and decision making	<ul style="list-style-type: none"> • Apply personal judgment in line with specialised procedures that are well understood and clearly documented. • Perform tasks that involve selection from a range of techniques, systems, equipment, methods or processes.
Specialist knowledge and skills	<ul style="list-style-type: none"> • Competently operate more complex equipment or use knowledge of plant, exercise judgment and adapt accordingly. • Understand and apply quality control techniques. • Perform trades and non-trade tasks related to the work. • Provide trade guidance and assistance as part of a work team. • Provide formal training programmes in conjunction with supervisors and trainers. • Undertake supervisory skills where applicable.
Management skills	<ul style="list-style-type: none"> • Perform as a “frontline” role or where applicable supervise other frontline employees. • Provide employees under supervision with on-the-job training and guidance • Have a basic knowledge of human resource practices.
Inter-personal skills	<ul style="list-style-type: none"> • Use oral and written communication skills with clients, other employees and members of the public and in the resolution of minor problems.
Qualifications and experience	<ul style="list-style-type: none"> • Hold one or more Trade Certificate or equivalent. • Complete TAFE accredited/industry based training courses. Or have equivalent knowledge and skills gained through on-the-job training appropriate to the requirements of work in this Band

Murrindindi Shire Council acknowledges that Murrindindi Shire exists on Taungurung and Wurundjeri Woi-wurrung Country. We hereby express our respect for the Taungurung people and the Wurundjeri Woi-wurrung people of the Kulin Nation as the Traditional Owners of the land that encompasses Murrindindi Shire.

Organisational Responsibilities

Code of Conduct - comply with and foster an environment where every employee can consistently meet the standards of behaviour that are outlined in the Code of Conduct. Report and address matters or concerns in a timely and appropriate manner.

Values – demonstrate and model Council’s values in all aspects of your role. These values are Professionalism, Integrity, Accountability and Empathy.

Customer Service – deliver excellent service at all levels including internal and external service delivery. Engage with customers and meet community expectations in ways that foster a positive experience and deliver services using simplified but effective processes.

Diversity, Equity and Inclusion – create a psychologically safe culture where everyone feels respected, heard, included and free to speak up.

Safeguarding children, young people and vulnerable community members – promote safeguarding actions, model expected behaviours, speak up and act, and foster communities that are safe and free from violence.

Workplace Health, Safety and Wellbeing – model and set expectations to ensure safe work practice and methods for all. Follow OHS policies and procedures, immediately report and take appropriate action regarding all hazards and incidents. Work in a manner that is safe for you or all others. Use personal protective equipment clothing or equipment (PPE), reduce risks and only perform safe tasks for which you are capable, competent, appropriately trained and where applicable licenced.

Environment & Sustainability – Champion sustainability and make associated behaviour changes that foster environmental protection and sustainability in all that Council does. Create positive impacts on the environment, including energy and water efficiency, recycling and avoiding waste, zero carbon transport and sustainable procurement.



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