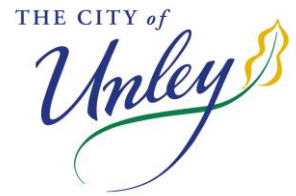


# POSITION DESCRIPTION

## CORPORATION OF THE CITY OF UNLEY



### 1. JOB IDENTIFICATION:

**Title of Position:** SWIM CENTRE OPERATIONS COORDINATOR  
**Business Unit:** COMMUNITY & CULTURAL CENTRES  
**Reports to:** SWIM CENTRE LEAD  
**Classification:** LEVEL USCH

### 2. POSITION OBJECTIVES:

The Swimming Centre Operations Coordinator is responsible for the successful day to day operations of the Unley Swimming Centre, including water quality testing, plant room operations, oversight of kiosk operations and staff rostering, training and supervision. This position is the 'face' of the Centre, acting as 2IC for the Swim Centre Lead and delivering operational components of the day-to-day management of Unley Swimming Centre.

The position will:

- Induct, train, and ensure supervision of staff, ensuring adequate staffing levels are maintained.
- Contribute to the development of business, marketing and promotion plans, programs, and annual budgets.
- Contribute to revenue generation activities through identifying, attracting, and establishing new client relationships.
- Maintain and develop relationships with the Centre's customers, particularly community and user groups, providing excellence in customer service at all times.
- Ensure the safe and effective operation of the Centre.
- Continually review and improve work practices, staffing rosters and operational components of the day-to-day management of the Centre.

### 3. KEY RESPONSIBILITIES:



#### **Leadership**



- Provide leadership, training, instruction and support to Duty Supervisors and Pool Attendants.
- Identify and implement actions to continue to grow a constructive culture within the team.
- Ensure staff are appropriately qualified and trained and certifications are up to date.
- Assist in the recruitment and performance review processes of staff and assist in the delivery of onsite training relevant to their roles.
- In the absence of the Swim Centre Lead, the Operations Coordinator is to assume responsibility as 2IC.

## ***Operational Management***

- At all times ensure customer and staff safety through compliance with legislative and WHS requirements.
- Ensure staff levels are at all times adequate by rostering and allocating staff in compliance with RLSSA guidelines.
- Ensure ongoing communication channels are in place to pass on information, changes, process improvement, receive and provide feedback and to allow for regular training.
- Ensure supervisory patterns and procedures are adhered to according to the 'Unley Swimming Centre Pool Attendant Guide'.
- Ensure daily plant and water chemistry tests and plant adjustments are completed, documented and reported as required, to ensure the swimming water complies with Australian Health Standards.
- Ensure the Swimming Centre pool surrounds and buildings are clean and well maintained.
- Assist in the collation and reporting of pool performance statistics.
- Conduct and/or coordinate asset maintenance throughout the season and pre-season preparation.
- Assist in the procurement and supervision of industry trades undertaking required maintenance including pool plant and kiosk equipment.
- Recognise and respond effectively in emergency situations in accordance with WHS procedures, policies and action plans, including the safe and appropriate provision of First Aid as required.
- Oversee kiosk stock control and budget.
- Supervise, support and provide direction to kiosk staff and ensure kiosk staffing levels are adequate to meet demand.
- Oversee Kiosk operations including ensuring safe food and beverage standards and practices are adhered.
- Provide customer assistance to resolve any Centre-related enquiries or concerns raised by individuals or user groups.
- Provide operational support to community events, including providing advice and ensuring staff support where required.
- Provide input to projects and the asset renewal program from an operational perspective and support their delivery.
- Ensure all functions performed are environmentally sustainable and comply with Council's environmental policies and direction.
- Positively promote the image of Council in all dealings with clients and the community.
- Demonstrate and support the City of Unley's values when working with others and the community.
- Comply with the City of Unley's Records Management Policy, procedures and practices for all records created and received.
- Participate in training and education programs.
- Undertake other duties associated with the position as required including some after-hours work to support the team's operations, activities and deliverables, including responding to call outs if required.

**Managers must comply with WHS and Return to Work SA legislation requirements and relevant WHS policies, procedures and safe work practices implemented by the City of Unley.**

**Key WHS Responsibilities:**

- Actively participate in leading and implementing programs and initiatives to ensure an effective safety culture where everyone goes home safe and well each and every day.
- Lead the implementation of the City of Unley's WHS Management System within their team/section and support the WHS committees.
- Actively participate and encourage preventative WHS strategies, team meeting discussions and training.
- Lead the early intervention strategies and support injured workers in the return to work (RTW) processes.







**SAFE ENVIRONMENT:**

- Comply with the City of Unley Safe Environment policy and all relevant policies and procedures.
- Notify the Department of Human Services if, on reasonable grounds, you suspect that a child has been or is being abused or neglected if the suspicion is formed in the course of your work while carrying out official duties.
- Notify the Department of Human Services if, on reasonable grounds, you suspect that an aged and/or vulnerable person has been or is being abused or neglected if the suspicion is formed in the course of your work while carrying out official duties.
- Seek advice and support from your Team Leader, Manager or the People & Culture team if a notification is required.
- Advise your Team Leader, Manager or the People & Culture team if there is a change in your criminal history status and undertake a Department of Human Services Screening every three or five years (time frame is related to specific clearance type), unless more regular screening is required for legislative purposes.

**EQUAL OPPORTUNITY EMPLOYMENT**

Contribute to the promotion and adherence of the employee conduct standards and in particular Equal Opportunity by adhering to the provisions of relevant legislative requirements.

Actively support and contribute to the City of Unley's organisational values.

<h1>OUR VALUES</h1> 	
 <p><b>PURSUE EXCELLENCE</b> WE STRIVE FOR THE BEST IN ALL THAT WE DO</p>	<p><b>Behaviours that SUPPORT this Value</b></p> <ul style="list-style-type: none"> <li>• Creatively solve problems</li> <li>• Take on challenging goals</li> <li>• Understand how you contribute to our vision</li> <li>• Grow, learn and continuously improve</li> <li>• Deliver quality work and always aim for outstanding results</li> </ul>
 <p><b>ACHIEVE TOGETHER</b> WE WORK TOGETHER TO DELIVER RESULTS</p>	<p><b>Behaviours that SUPPORT this Value</b></p> <ul style="list-style-type: none"> <li>• Build on our strengths</li> <li>• Collaborate across the organisation</li> <li>• Celebrate our achievements</li> <li>• Be responsive to others' priorities and needs</li> <li>• Engage with each other to find effective solutions together</li> </ul>
 <p><b>DEMONSTRATE INTEGRITY</b> WE DO THE RIGHT THING AT ALL TIMES</p>	<p><b>Behaviours that SUPPORT this Value</b></p> <ul style="list-style-type: none"> <li>• Do what you say you will do</li> <li>• Address behaviour that is inconsistent with our Values</li> <li>• Act with transparency, honesty and respect</li> <li>• Take responsibility for our actions</li> <li>• Embrace diversity, encourage inclusion and promote belonging</li> </ul>
 <p><b>COMMUNITY FOCUSED</b> WE DELIVER FOR OUR COMMUNITY</p>	<p><b>Behaviours that SUPPORT this Value</b></p> <ul style="list-style-type: none"> <li>• Demonstrate a can-do attitude</li> <li>• Effectively communicate and consult with all stakeholders</li> <li>• Be open, positive and friendly</li> <li>• Respond promptly and deliver on promises</li> <li>• Show pride in each other, our organisation and community</li> </ul>
 <p><b>BE PROGRESSIVE</b> WE THINK OUTSIDE THE BOX TO INNOVATE AND IMPROVE</p>	<p><b>Behaviours that SUPPORT this Value</b></p> <ul style="list-style-type: none"> <li>• Bounce ideas off others</li> <li>• Generate creative and innovative thinking</li> <li>• Experiment with new approaches</li> <li>• Challenge the status quo and embrace change</li> <li>• Overcome challenges to achieve outcomes</li> </ul>

#### **4. PERFORMANCE AND SKILL REQUIREMENTS:**

##### **a) Qualifications/Experience**

###### **Essential**

- Relevant qualifications and/or extensive experience relevant to the position.
- Swimming Pool Plant Operators Certificate
- Current Senior First Aid Certificate
- Accredited Lifesaving Awards (min. Pool Lifeguard Award)
- DHS Working with Children Check and completed Child Safe Environments Certification (Through Their Eyes)

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**NOTE:** Copies of the above listed qualifications/licences/certificates are required as evidence on appointment.

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###### **Desirable**

- Previous experience in local government, the community sector or the aquatic industry in a leadership role.

##### **b) Knowledge**

###### **Essential**

- Knowledge of South Australian Public Health Act 2011, Work Health and Safety Act 2012, Equal Opportunity legislation and all other relevant legislation for facilities management.
- Knowledge of Swimming Centre operations, including current regulations and plant, machinery, and equipment operations.
- Water treatment and testing procedures.
- Understanding and knowledge of Work Health and Safety principles and practices.

###### **Desirable**

- Council policy and procedures as they relate to Swimming Centre operations.

##### **c) Skills**

###### **Essential**

- Proficiency in the use of Microsoft Suite of Applications, 365 and internet technologies.
- Strong customer service ethic.
- Leadership and team development skills.
- Strong organization skills including time management with the ability to prioritise tasks and meet conflicting deadlines.
- Problem solving skills, with the ability to consider all factors and devise appropriate solutions.
- Effective written and verbal communication skills, in particular negotiation, information sharing, providing instructions and grievance / conflict resolution.
- Skills in budget creation, management and reporting.
- Proven ability to oversee asset maintenance/improvement tasks including the ability to communicate and negotiate with tradespeople.

###### **Desirable**

- Ability to manage client behavior and resolve disputes and complaints.

**d) Personal Attributes**

**Essential**

- Self-directed, committed, and innovative.
- High degree of personal integrity, reliability, and expertise on matters within the area of responsibility.
- Highly accountable and accepts responsibility.
- Ability to work with people from diverse backgrounds and disciplines.
- A high commitment to internal and external customers and a commitment to continuous improvement.

**e) Responsibilities**

- Managing resources (financial, human and physical) to ensure activities are delivered to plan, within timeframes, quality and budget.

**f) People Management**

- Experience in people leadership in an aquatic environment
- Demonstrated ability to lead, manage and develop people in order to manage work and resources across a range of complex projects.
- Proven ability to negotiate, motivate, develop and influence others towards common organisational outcomes, particularly when faced with resistance.
- A commitment to ongoing professional development and continuous learning.

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By signing this position description, the employee and the employee's manager agrees that it is an accurate reflection of the responsibilities and requirements of the position:

Incumbent: .....

Date: .....

Manager: .....

Date: .....