

Job Description

Position details:

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| Title: | Aquatic Service Officer |
| Classification: | Level 3/4 |
| Branch: | High Performance Sport, Venue & Event Delivery |
| Directorate: | Venue Management |
| Award/Agreement: | VenuesWest General Agreement |
| Special Conditions: | None |
| Reports to: | Aquatic Supervisor |
| Direct Reports: | None |

About the Organisation

Western Australia's provider of premier sports, recreation and entertainment venues.

This simple purpose statement is one that relates to all of our facilities and the activities within them.

We will become recognised as Australia's best provider of venues for:

- High performance athlete support
- Health and participation for individuals and families
- Entertainment experiences for Western Australians

Our focus is on sustainable delivery of sporting, recreational and entertainment activities by maintaining an appropriate balance between services delivered and community and financial benefit.

About the VenuesWest Way

The following values guide our decision making and behaviour every day:

- We act like owners - We are proud of who we are and what we do and believe that every customer contact is a chance to shine.
- We are passionate about customer service and strive to continuously improve our services and products – we are never complacent.
- We act with awareness of our impact on the environment and make every effort to use our resources efficiently.
- We keep it simple and act with integrity – we will do what we say and deliver on our promises.
- We work as a team – mutual respect, cooperation and consideration fosters the best work environment.
- We believe that shared knowledge is the best knowledge.
- We benefit from our employees' diverse talents, initiative and leadership and empower our staff to act appropriately.
- We celebrate our successes and learn from our mistakes.

About the Directorate

The Venue Management Directorate is responsible for the activation of VenuesWest managed facilities through the provision of support for high performance sport and delivery of community and commercial opportunities for sport, recreation and entertainment.

About the Role

The key role of this position is to operate and maintain the aquatic centre facilities of VenuesWest for events, sports training and public use to deliver safe and high quality customer and stakeholder experiences.

About the Responsibilities

Customer Service

- Makes customers feel welcome to the aquatic centre.
- Approaches coaches and club/association officials to ensure their requirements are met.
- Informs customers of lane allocations and pool opening times, verbally and by displaying signage.
- Deals with customer enquiries and refers problems for supervisor assistance where necessary.
- Collects items of lost property daily at the end of late shifts and transport as directed.

Safety and Security

- Carries out air and water quality procedures including:
 - pool filtration and circulation equipment (under supervision)
 - air-conditioning and ventilation procedures
 - backwashing and other cleaning procedures (under supervision)
 - water quality analysis
- Ensures safety of self and other employees by operating equipment safely and wearing compulsory protective equipment.
- Ensures the safety of customers by watching the pool and surrounds.
- Applies first aid to those in need of attention in line with first aid training.
- Participates in emergency procedure training and drills.
- Responds appropriately and effectively to any emergency situation.
- Ensures customers use the aquatic centre appropriately and do not impinge on the enjoyment of others.
- Carries out opening and closing procedures for the aquatic centre.
- Ensures all equipment is stored securely and patrons do not enter restricted areas.

Event Operations

- Sets up and pulls down equipment for aquatic events.
- Tests all event operating equipment prior to use.
- Shows event organisers/officials how to operate the equipment.
- Troubleshoots and attends to any equipment malfunctions or other problems during events or seek supervisor assistance where necessary.
- Operates timing equipment as primary timer when required.

Program Operations

- Sets up and pulls down equipment and pool space for in-house Programs and Fitness Centre activities.
- Ensures all activities are carried out in accordance with Daily Event Sheets.

Venue Cleanliness and Presentation

- Cleans the pool, concourse areas, grandstand, aquatic facilities and thoroughfares as required.
- Ensures a high standard of presentation is maintained at all times.

Maintenance

- Carries out routine pool and equipment maintenance and testing.
- Reports any instances of vandalism, damage or equipment failure to an Aquatic Supervisor and where possible rectifies the problem.
- Maintains grounds appearance where areas are under aquatic control.



Other Duties

- Logs and records all details specified in the Aquatic Centre Operations Manual.
- Works effectively with other aquatic centre and VenuesWest employees.
- Briefs oncoming roster employees.
- Participates in staff meetings.
- Suggests ways of improving the operation of the Aquatic Centre.
- Performs other relevant operational duties as directed.

About the Person

The following **essential** capabilities are to be addressed in the context of the responsibilities of the position:

1. Previous experience working in an aquatic centre as a pool attendant/lifeguard including the ability to rescue and resuscitate swimmers, administer first aid and dive to the bottom of a 5m deep pool.
2. Supports shared purpose by understanding organisational objectives and how they are relevant to the role.
3. Organises work to reflect changes in priority; maintains accurate records and files and sees tasks through to successful completion.
4. Builds and maintains relationships by keeping clients informed, managing progress and providing prompt and courteous service.
5. Exemplifies personal integrity and self-awareness by adhering to the VenuesWest Way and Code of Conduct; providing accurate information; staying calm under pressure and ensuring work is finalised.
6. Communicates clearly listening to, understanding and adapting communication styles to the audience.

Qualifications / Certifications

Essential:

- Pool Lifeguard Certificate
- Senior First Aid Certificate

Desirable:


- Pool Operations Certificate
- LIWA accreditation
- Self-Contained Breathing Apparatus Certificate

Important note: The key requirements and attributes detailed above are based on the following core capabilities prescribed in the Western Australian Public Sector Commission Capability Framework:

- Shapes and manages strategy
- Achieves results
- Builds productive relationships
- Exemplifies personal integrity and self-awareness
- Communicates and influences effectively

Additional information can be found at: www.publicsector.wa.gov.au

Certification:

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| The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position. | | |
| Peter Bauchop Acting Chief Operating Officer |  | Date Approved:/...../..... |
| As occupant of the position I have noted the statement of duties, responsibilities and other requirements as detailed in this document. | | |
| Employee Name: | | Date Appointed:/...../..... |
| Signature: | | Date Signed:/...../..... |