Job Description

Position details:

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| Title: | Manager Aquatics | **Position Number:** | 06601 |
| Classification: | Level 6 | | |
| Branch: | Venue Operations | | |
| Directorate: | Venue Management | | |
| Award/Agreement: | Public Sector CSA Agreement and GOSAC Award 1989 | | |
| Reports to: | General Manager Venue Operations | | |
| Direct Reports: | Aquatic Operations Supervisors  Customer Service Coordinator | | |
| Special Conditions: | Nil | | |

About the Organisation

Our Vision is to deliver world class sport and entertainment experiences through the effective management of our venues.

We directly support high performance sport by providing training and competition facilities, direct subsidies to sport on venue and events costs, and through the provision of high performance sport experiences for the community.

We focus on attracting world class sport and entertainment events, providing all Western Australians with the opportunity to be inspired.

**The VenuesWest Way guides the way we work and the way we model our behaviour.**

It is our system of defining and measuring our culture and sets the expectations on how we engage, improve, support and challenge one another to be the safest and best we can be – as individuals and as a collective.

Our signature behaviours:

Shape

Description automatically generated

About the Directorate

The Venue Management Directorate is responsible for the activation of VenuesWest’s self-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 Manager Aquatics manages the programming of the aquatic centre facilities and operations including Customer Service function and leads and directs the teams to deliver aquatic programs and ensure high quality water, venue presentation and maintenance and the delivery of safe and high-quality customer experiences, optimising usage and maximising financial returns.

About the Responsibilities

*VenuesWest is committed to the principles of Equal Employment Opportunity (EEO) and diversity in the workplace and the provision of a safe environment for our employees, customers, trainees, students and volunteers. We will perform all duties and responsibilities in a manner and behaviour consistent with EEO legislation, Occupational Safety & Health legislation, VenuesWest’s Code of Conduct, the VenuesWest Way and other relevant Policies/Procedures and legislation.*

Management and Supervision

* Manages human, financial, technological and physical resources for the Aquatics and Customer Service business units.
* Participates in the formulation of the Business and Marketing Plan in line with corporate direction, policies and strategies.
* Manages and monitors the recruitment, induction, rostering, training and performance and where necessary termination of staff within the business units to reflect efficient, effective and safe service to customers.
* Prepares and monitors budgets and approves expenditure for the business units.
* Manages, monitors and reports on the financial performance of the Aquatics and Customer Service business units.
* Implements policy, standards and operating procedures to manage the delivery of the Aquatics and Customer Service business units.
* Reports against target areas and goals related to the KPI framework, Budget, Business Plan and Strategic Plan.
* Assists with the implementation of change management strategies required to achieve corporate objectives.
* Monitors and maintains the currency of staff qualifications required for the management and operation of an aquatic center.
* Assists with the implementation of change management strategies required to achieve corporate objectives.
* Oversees the delivery of the Performance Development Planning process for the Aquatics and Customer Service business units ensuring clear performance expectations, timely recognition of achievements and timely management of underperformance.

Operational Management, Sales and Service Delivery

* Oversees the management of Aquatic Operations to ensure the efficient and effective delivery of excellent water quality, quality customer service, safety & security, venue presentation and maintenance.
* Manages the programming and allocation of aquatic centre facilities and equipment.
* Manages the Customer Service function to ensure high quality customer service.
* Oversees the management of the aquatics team to ensure compliance of HBF Arena and HBF Stadium to the required health standards in terms of water chemistry, treatment, filtration, heating systems and associated equipment in liaison with the Portfolio Management Directorate.
* Monitors and reviews programs and proactively makes recommendations for improvements to ensure compliance with relevant legislation, standards and licensing requirements including government agency policies; optimising venue usage and maximising financial returns.
* Oversees the management of the aquatics team to ensure compliance with all licenses for the purchase and storage of chemicals and associated sports equipment.
* Assists in the development and maintenance of high-level emergency response plans and evacuation plans.
* Collaborates with the Marketing and Communications Branches to develop and deliver the marketing plan, promotional materials and customer communications for Aquatics and customer service areas, including the delivery of the customer service framework.
* Maintains awareness and advises on issues and trends related to aquatic center management and operations. .
* Drives a sales and customer service focused culture across the team.
* Develops and implements sales models, processes and strategies to stimulate and increase lead flow, commercial opportunities, sales, customer engagement and retention and cross promotional opportunities.

**Client and Stakeholder Management**

* Liaises with stakeholders on aquatic bookings and events and on-going lane management issues to evaluate and improve service and customer satisfaction.
* Liaises with coaches, event organisers (schools & sports associations), club officials and the public on matters relating to the use of the aquatic centre.
* Liaises with industry professionals to improve systems and management.
* Fosters industry, community and government communications and relationships.
* Represents VenuesWest in negotiations, discussions and consultations with customers and stakeholders.
* Establishes and maintains constant liaison with other Directorates and branches to ensure the enhancement and successful delivery of services.

Workplace Safety and Health

* Reads and understands all emergency plans and safety and health procedures, follows safe work instructions, undertakes emergency management and safety related training and assumes responsibilities as required or directed.
* Contributes to the identification of risks and manages exposure in relation to risk, business continuity, liability and safety, and ensures all activities comply with relevant regulations, legislation and operating standards.

Other

* Other duties as required.

About the Person

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

1. Previous experience in pool management, including expertise in plant room operations and water chemistry and leading and supervising a team of aquatic staff.
2. Understands strategic objectives, trends and factors that may influence work plans; Draws on information from a range of sources; Analyses and works within agreed guidelines to make decisions and incorporates outcomes into work plans.
3. Identifies and uses resources wisely; Evaluates performance to identify need for change; Demonstrates flexibility with changes in priorities and focuses on quality whilst seeing tasks and projects through to completion.
4. Builds and maintains relationships with stakeholders, team members and colleagues; Consults and shares information; Values individual differences and diversity and takes responsibility for delivering high quality customer focussed services.
5. Exemplifies personal integrity and self-awareness by adhering to the VenuesWest Way and Code of conduct; Takes responsibility for mistakes; Takes initiative to progress and complete work and reflects on own behaviours.
6. Communicates and influences effectively both orally and in writing, presenting messages confidently, listening to differing ideas and presenting persuasive counter arguments in negotiations.
7. Defines and clearly communicates roles and responsibilities; Negotiates and monitors performance standards and provides regular feedback to build on strengths; Guides the team and achieves results; Actively promotes and communicates change to employees.

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

1. Experience in aquatic event management.

Qualifications / Certifications

Desirable:

* Tertiary qualification in Sports Science, Recreation, Business Management or a related discipline.
* RLSSWA Pool Lifeguard Certificate.
* Pool Operators/Managers Certificate.
* LIWA Accreditation; or capacity to obtain within 3 months of commencement.
* Self-Contained Breathing Apparatus Certificate; or capacity to complete within 3 months of commencement.
* WA Construction Industry Induction (Work Safely in the Construction Industry); or capacity to complete within 1 month of commencement.
* Enter and Work in Confined Spaces (RIIWHS202D); or capacity to complete within 3 months of commencement.
* Operate and Control Liquefied Chlorine Gas Disinfection or Work Safely with Liquefied Chlorine Gas Certification; or capacity to complete within 3 months of commencement.
* Provide Advanced First Aid Certificate (HLTAID003 and HLTAID006 or equivalent) and Provide Advanced CPR (HLTAID007 or equivalent); or capacity to complete within 1 month of commencement.

Employment Conditions and Eligibility

Appointment to this position is conditional upon:

* providing appropriate evidence of the ‘Right to Work’ in Australia
* providing a National Police Clearance Certificate (dated within 3 months from the date of application for the position) from a recognised service provider as determined by VenuesWest

**Important note:** The key requirements and attributes detailed above are based on the following core capabilities prescribed in the VenuesWest Job Capability Framework:

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

Additional information can be obtained by contacting People and Culture on (08) 9441 8362.

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. | | |
| Chris Andrich  General Manager Venue Operations |  | Date Approved:  22/4/24 |
| 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:  ……../……../…….. |