

AQUATICS SUPERVISOR

(POSITION #06611/06612)

AWARD CLASSIFICATION	VWGA 6	ANZSCO	149113
DIRECTORATE	Venue Management	BRANCH	Venue Operations
LINE MANAGER	Aquatics Coordinator	DIRECT REPORTS	Aquatic Officers
SPECIAL CONDITIONS	Ability to work weekends and out of hours to meet event needs Position holder is required to undertake medical examinations to verify physical fitness to perform the duties of the position		

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 opportunities for sport, recreation and entertainment.

ABOUT THE ROLE

The key role of this position is to assist in managing VenuesWest's aquatic centre facilities for events, sports training and public use, to optimise venue utilisation, commercial return and customer satisfaction.

Due to the nature of the work undertaken, this position may be exposed to traumatic events in the workplace. VenuesWest is committed to proactively ensuring the psychosocial safety and health of our workers through risk control and provision of services to support workers exposed to and impacted by traumatic events.

ROLE RESPONSIBILITIES

VenuesWest is committed to Equal Employment Opportunity (EEO) and diversity in the workplace and providing a safe and inclusive environment for workers and patrons. We will perform all duties and responsibilities in a manner and behaviour consistent with EEO and Work Health & Safety legislation, VenuesWest's Code of Conduct, the VenuesWest Way and other relevant Policies/Procedures and legislation.

Aquatic Supervision

- Supervises the Aquatic Officers on duty ensuring delivery of day-to-day operations and generating a positive and accountable work environment.
- Assists the Aquatic Coordinator in day-to-day supervision of Aquatic Officers, including rostering, communicating rosters and emergency staff cover, timetabling daily duties and breaks, briefs oncoming staff, and ensuring staff correctly sign in and out of shifts.
- Conducts employee performance planning and development meetings with Aquatic Officers.
- Welcomes aquatic patrons, checks arrangements, acts as point of contact for bookings and actions all customer requests
- Addresses customer queries and complaints; refers or follows up as appropriate.
- Controls allocation and storage of keys and uniforms for casual Aquatic staff.
- Coordinates radios for casual staff
- Assists in the recruitment and induction of casual staff and assists on panels for permanent and fixed-term recruitment as required.
- Books and supervises casual & permanent part-time staff and service providers for event bump in and out as required.
- Liaises with and supervises third party providers such as, Operational Suppliers & Labour Hire Companies operating on site to ensure adherence to VenuesWest safety requirements

Aquatic Operations

- Manages plant room operations in relation to water chemistry and treatment, and heating systems in liaison with the Aquatic Coordinator and Manager Aquatics & Customer Service.
- Liaises with and provides feedback to the Aquatic Coordinator and Aquatic Officers to ensure that the facilities exceed minimum public health standards and customer expectations for:
 - o water quality, circulation and temperature
 - o air quality, ventilation and temperatures
 - o pool surrounds and presentation; and
 - o equipment
- Assists the Aquatic Coordinator in identifying operational improvements for the Aquatic Centre.
- Liaises with coaches, swimming and club officials, event organizers and the public on matters relating to the day-to-day operations of the Aquatic Centre.
- Ensures air and water quality tasks (including carrying out tests, making adjustments and recording data) are carried out in accordance with policy and procedures.
- Provides on shift training to Aquatic Officers to ensure correct policies and procedures are followed
- Procures approved operational items as required and within budgetary guidelines.

Bookings and Event Coordination

- Assists the Aquatic Coordinator in the planning and delivery of bookings.
- Liaises with service providers, contractors and clients about booking requirements and collates and costs physical resource requirements for bookings
- Hires any shortfalls or additional resources as approved by the Aquatic Coordinator
- Compiles the costs of all physical and human resource requirements for bookings.
- Ensures correct and timely bump-in and bump-out of any functions or bookings.
- Liaises with clients in regard to all Back of House needs ensuring services are delivered to the highest standard for both events and day to day operations.
- Responsible for ensuring the set up and operation of all bookings and events to agreed specifications (e.g. PA, Video & Lighting), ensuring equipment is operational and clients have been provided with access to Wi-Fi, logins and passwords as required.
- Establishes bump in/out schedules for bookings and events and provides to the Aquatic Coordinator for approval.
- Coordinates air conditioning and lighting schedules for event spaces.
- Ensures event equipment is maintained, reporting defects to Aquatics Coordinator
- Provides feedback on events to the Aquatic Coordinator
- Oversees the installation, set-up and troubleshooting of technical equipment and software including:
 - o Touchpads; Start Time units; timing buttons; reaction plates; quantum modules/cards; block speakers; scoreboards; video boards; marshalling boards; cabling; boom connections and other equipment as required.
 - o Quantum software
 - o Meet Manager software
 - o Sport-in-a-Box software
 - o Other technology as commissioned
- Operates technical equipment (e.g. PA, video screens, lighting, scoring and timing equipment) as required.

Aquatic Presentation

- Ensures all VenuesWest Aquatic areas are presented in a clean, safe and tidy condition at all times and that public health and safety standards and OSH regulations are adhered to.
- Opens and locks up venue and ensuring the security system is armed as required.

- Liaises with the Venue Supervisor to ensure venue set up related physical resources are stored correctly and meet operational requirements.
- Carries out routine and preventative maintenance and general cleaning duties as required.
- Undertakes perimeter checks; reports any damage to the Facility Coordinator and assists with the repair/rectification as required.

Aquatic Maintenance

- Oversees the daily operation of the electronic timing equipment and report any issues to the Aquatic Coordinator.
- Liaises with the Aquatic Coordinator to prioritise maintenance and ensure it is carried out.
- Supervises routine and regular maintenance and testing of equipment.
- Reports any instances of vandalism, damage or equipment failure to the Aquatic Coordinator and where possible rectifies the problem.

Safety, Security and Emergency Control Organisation

- The Aquatic Supervisor is the subject matter expert in the facility, outside of core business hours, in relation to aquatic operations, chlorine gas and medical emergencies.
- The Aquatics Supervisor undertakes Emergency Control Organisation (ECO) duties in an administrative and operational capacity to lead emergency coordination responsibilities (as Deputy Chief Warden) in accordance with the Emergency Response Plan (ERP)
- First Responder for major medical emergencies in the facility.
- First Responder for all code yellow emergencies in the facility.
- Facilitates practical training sessions for Area Wardens.
- Supervises and carries out lifeguard duties, ensures emergency equipment is checked and ready for use and provides first aid or emergency assistance when required.
- Assists in the development and supervision of compliance to pool users' safety standards and policies.
- Ensures that all equipment is stored securely and that patrons do not enter restricted areas.

Other

- Takes care to protect one's own health and safety at work and that of others, by co-operating with all VenuesWest policies and procedures and complying with all applicable work health and safety laws.
- Other related duties, as directed.

ROLE REQUIREMENTS

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

- Demonstrated experience in pool management or duty management and understanding and management of occupational health and safety issues related to a pool environment.
- Supports shared purpose by understanding organisational objectives, how they relate to the role and makes recommendations for improvements.
- Organises work to reflect changes in priority; Maintains accurate records and files; Sees tasks through to successful completion.
- Builds and maintains relationships by keeping clients and colleagues informed, managing progress and responding to changes in client needs; Responds to diverse experiences and takes responsibility for delivering customer service.

- Exemplifies personal integrity and self-awareness by adhering to the VenuesWest Way and Code of Conduct; Provides accurate information; Stays calm under pressure and ensures work is finalised.
- Communicates clearly both orally and in writing; Listens to, understands and adapts communication styles to the audience.
- Clarifies work required, expected behaviours and outputs; Gives support and regular constructive feedback; Keeps team members informed of reasons for decisions and ensures understanding of processes and practices; Supports change initiatives and assists employees to understand the purpose and impact.

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

- Knowledge and ability to operate computer maintenance systems.
- Knowledge and ability to operate OMEGA timing equipment.

QUALIFICATIONS / CERTIFICATIONS

Essential:

- Pool Operators/Managers Certificate
- RLSSWA Pool Lifeguard License
- Provide First Aid Certificate (HLTAID003 or equivalent)
- Provide Advanced Resuscitation (HLTAID007 or capacity to complete within 2 months of commencement
- Self-Contained Breathing Apparatus Certificate
- Operate and Control Liquefied Chlorine Gas Disinfection or Work Safely with Liquefied Chlorine Gas Certification; or capacity to complete within 2 months of commencement
- LIWA Accreditation
- Enter and Work in Confined Spaces (RIIWH202D); or capacity to obtain within 3 months of commencement
- WA Construction Industry White Card (Work Safely in the Construction Industry); or capacity to complete within 1 month of commencement

Desirable:

- WorkSafe 'License to Perform High Risk Work' for Forklift (FL)

The following qualifications are essential to undertake the duties of the Chief Warden or Deputy Chief Warden as part of the Emergency Control Organization and training will be arranged by VenuesWest as soon as possible upon commencement in the position. Please note that employees who do not hold these qualifications cannot undertake the responsibilities of the Chief Warden.

- Confine Small Workplace Emergencies (PAUWER008B)
- Lead an Emergency Control Organisation (PUAWER006B)
- Operate as Part of an Emergency Control Organisation (PUAWER005B)

ABOUT THE VENUESWEST WAY

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



We champion dreams



We deliver safely



Together we win



We act like owners



We celebrate success

POSITION CONDITIONS AND ELIGIBILITY

Appointment to this position is conditional upon:

- Providing evidence of 'Right to Work' in Australia
- Providing evidence of a National Police Clearance (dated within 12 months)
- Satisfactory completion of required medical examinations to verify physical fitness to perform the duties of the position

CERTIFICATION

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

Graham Hush
General Manager
Venue Operations

Date JDF
Approved

Click or tap to enter a date.