

# Job Description

VENUES WEST

## Position details:

<b>Title:</b>	Aquatic Supervisor	<b>Position Number:</b>	06611/06614
<b>Classification:</b>	Level 5		
<b>Branch:</b>	Venues		
<b>Directorate:</b>	Venue Management		
<b>Award/Agreement:</b>	VenuesWest General Agreement		
<b>Reports to:</b>	Aquatic Operations Supervisor		
<b>Direct Reports:</b>	Aquatic Service Officers		
<b>Special Conditions:</b>	Out of hours and weekend work is a requirement of this role.		

## 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.

## About the VenuesWest Way

**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 it provides us with the format to engage, improve, support and challenge one another to be the best we can be – as individuals and as a collective.

Our signature behaviours:

- We champion dreams
- We find a way to make it happen
- Together we win
- We act like owners
- We celebrate success – big and small

## 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.

## About the Responsibilities

### General

- Supervises the Aquatic Service Officers on duty ensuring delivery of day to day operations and generating a positive and accountable work environment.
- Assists Aquatic Operations Supervisor in rostering of Aquatic Service Officers, timetabling daily duties and breaks, briefs oncoming staff, signing in and out of shifts, works cooperatively with other aquatic centre and VenuesWest staff.
- Conducts employee performance planning and review sessions with Aquatic Services Officers.
- Assists the Aquatic Operations Supervisor in identifying operational improvements for the Aquatic Centre.
- Addresses customer queries and complaints; refers or follows up as appropriate.

### Aquatic Supervision

- Assists the Aquatic Operations Supervisor in the planning and delivery of bookings.
- Provides feedback on events to the Aquatic Operations Supervisor by completion of event report template
- Assists the Aquatic Operations Supervisor in the communication of Aquatic Service Officer rostering and emergency staff cover.
- Manages plant room operations in relation to water chemistry and treatment, and heating systems in liaison with the Aquatic Operations Supervisor and Manager Aquatics and Swim School.
- Liaises with and provides feedback to the Aquatic Operations Supervisor and Aquatic Service Officers to ensure that the facilities exceed minimum public health standards and customer expectations for:
  - water quality, circulation and temperature
  - air quality, ventilation and temperatures
  - pool surrounds and presentation; and
  - equipment
- 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.
- Provides on shift training to Aquatic Service Officers to ensure correct policies and procedures are followed.

### Venue Cleanliness & Presentation

- Ensures cleaning requirements are identified and carried out as per the cleaning procedures of the branch.
- Ensures daily that a high standard of presentation is maintained at all times.
- Liaises with cleaning staff to ensure that change-room and grandstand areas are adequately cleaned.

### Maintenance

- Oversees the daily operation of the electronic timing equipment and report any issues to the Aquatic Operations Supervisor.
- Provides equipment usage demonstration to event organisers for pool deck equipment including audio and buttons
- Liaises with the Aquatic Operations Supervisor 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 Operations Supervisor and where possible rectifies the problem.

### Safety, Security and Emergency Control Organisation

- Ensures air and water quality tasks (including carrying out tests, making adjustments and recording data) are carried out in accordance with policy and procedures.
- Supervises and carries out lifeguard duties, ensures emergency equipment is checked and ready for use and provides first aid or emergency assistance when required.



- Opens and closes the venue as required.
- Assists in the development and supervision of compliance to leisure pool users' safety standards and policies.
- Ensures that all equipment is stored securely and that patrons do not enter restricted areas.
- Undertakes the Emergency Control Organisation (ECO) duties in an administrative and operational capacity to lead emergency coordination responsibilities in accordance with the Emergency Response Plan (ERP).

### **Other**

- Other duties as directed.

## **About the Person**

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

1. Demonstrated experience in pool management or duty management and understanding and management of occupational health and safety issues related to a pool environment.
2. Supports shared purpose by understanding organisational objectives, how they relate to the role and makes recommendations for improvements.
3. Organises work to reflect changes in priority; Maintains accurate records and files; Sees tasks through to successful completion.
4. 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.
5. 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.
6. Communicates clearly both orally and in writing; Listens to, understands and adapts communication styles to the audience.
7. 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:**

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

### **Qualifications / Certifications**

#### Essential:

- Pool Operators/Managers Certificate
- RLSSWA Pool Lifeguard Certificate
- Provide First Aid Certificate (HLTAID003 or equivalent) and Provide CPR (HLTAID001 or equivalent)
- 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 (RIIWH5202D); or capacity to complete within 2 months of commencement

#### Desirable:



- Provide Advanced First Aid Certificate (HLTAID003 and HLTAID006 or equivalent) and Provide Advanced CPR (HLTAID007 or equivalent)
- WorkSafe 'License to Perform High Risk Work' for Forklift (FL)

The following qualifications are essential to undertake the duties of the 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)

## 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
- satisfactory completion of required medical examinations to verify physical fitness to perform the duties of the position

**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 Human Resources on (08) 9441 8362.

## Certification:

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.		
<b>Peter Bauchop</b> Chief Operating Officer		Date Approved: 14 / 12 / 2017
As occupant of the position I have noted the statement of duties, responsibilities and other requirements as detailed in this document.		
<b>Employee Name:</b>		Date Appointed: ...../...../.....
<b>Signature:</b>		Date Signed: ...../...../.....

