Job Description

Position details:

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| Title: | Aquatic Service Officer | **Position Number:** | 06621/06622/06623/06624 |
| Classification: | Level 3/4 | | |
| Branch: | Venue Operations | | |
| Directorate: | Venue Management | | |
| Award/Agreement: | VenuesWest General Agreement | | |
| Reports to: | Aquatic Supervisor | | |
| Direct Reports: | Nil | | |
| Special Conditions: | Weekend work is a requirement of this role  Position holder is required to undertake medical examinations to verify physical fitness to perform the duties of the position | | |

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 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 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

*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.*

Customer Service

* Makes customers feel welcome to the aquatic centre and follows the VenuesWest Customer Service Framework.
* 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 & 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 & 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.

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.

Other

* 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:

* RLSSWA Pool Lifeguard Certificate
* Provide First Aid Certificate (HLTAID003 or equivalent)

Desirable:

* Pool Operators/Managers Certificate.
* LIWA accreditation
* Self-Contained Breathing Apparatus Certificate
* Operate and Control Liquefied Chlorine Gas Disinfection or Work Safely With Liquefied Chlorine Gas Certification
* Provide CPR (HLTAID001 or equivalent)

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 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. | | |
| Peter Bauchop  Acting Chief Operating Officer |  | Date Approved:  26/04/16 |
| 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:  ……../……../…….. |