

Position Title:	Duty Manager (Casual)
Directorate:	Office of the CEO
Award/Agreement:	TOC Enterprise Agreement 2021 (and any subsequent agreement)
Classification level:	Level 6
Directly reports to:	Aquatic Centre Manager
Positions under Direct Supervision:	<ul style="list-style-type: none"> • Pool Lifeguards • Aqua Aerobic Instructors

Organisational Context of Position

The Town of Claremont employs over 100 staff and is responsible for the local government area of approximately 5km². The Town has a population of approximately 10,000 people and is located in the picturesque western suburbs of Perth, Western Australia. The Town has five key goals areas: Leadership and Governance, People, Liveability, Environmental Sustainability and Prosperity.

Organisational Mission

We exist to deliver quality services for Claremont today and to build the foundation for the future.

Organisational Vision

The Town is a progressive, respectful, sustainable, local government supporting a connected, flourishing community.

Organisational Values

- **Respect:** We are responsible for how we behave in our workplace and will show respect and courtesy to all of our colleagues and customers.
- **Integrity:** We are open, accountable and honest.
- **Quality Communication:** We demonstrate our respect for our community and each other through timely, accurate and understandable communication.
- **Customer Service:** Every contact with a customer is important and an opportunity to demonstrate our commitment.
- **Excellence:** Our focus is quality outcomes achieved on time, on budget.

OBJECTIVE OF THIS POSITION

To supervise and maintain a safe, clean Aquatic facility maximising public patronage and customer satisfaction.

Objective 1: Maintenance

- Ensure a high standard of presentation of pools, buildings and surrounds.
- Carry out plant and building maintenance programmes including water quality control, minor repairs, and corrosion control.
- Take emergency steps as are necessary to preserve the value of the Aquatic Centre and promptly informing the Aquatic Centre Manager and Chief Executive Officer.
- Ensure that tools and equipment operate efficiently, are maintained in a safe condition, report any faults and carry out rectifications.

Objective 2: Management and Development

- Ensure that staff and the general public are effectively supervised.
- Implement relevant local laws and policies including standards of operation and public conduct.
- Implement human resource management processes including time sheets, leave and management of casual staff rosters.
- Assist in the co-ordination of programmes including swimming lessons, coaching, diving and aqua-aerobics.
- Assist in the overseeing of the operation of the cafe and liaise with the contractor and their staff.

Objective 3: Administration

- Ensure that monies received are recorded accurately, banked and reconciliations carried out.
- Assist in administrative duties related to the supply of materials and equipment including completion of purchase orders and record keeping.
- Monitor stock supplies to ensure that levels are maintained to achieve operational efficiency, cost effectiveness and compliance to approved budget allocation.
- Manage the Centre's point of sale system including booking management and memberships.

Objective 4: Customer Service

- Respond to phone calls, correspondence and enquiries from the general public in a manner which promotes the Aquatic Centre.
- Effectively liaise with staff members and customers.
- Ensure that bookings are effectively managed.
- Monitor feedback from customers to improve the service provided to them.

Objective 5: Performance Improvement & Adding Value

- Carry out other duties as requested by management which may be reasonably expected within the scope of the classification level and skill base of the employee.
- Make suggestions which contribute to the Charter of the Section or Service Unit.
- Apply learning and skill development to improving internal systems and processes.
- Assist the service unit in developing "Lines of Business" goals, strategies, and performance measures.

Objective 6: Leadership (for Managers/Senior Officers)

- Be an active, positive and contributing member of the Town's Management/ Coordinators Group.
- Provide leadership and nurture the continual development of positions under your direct supervision.
- Provide direction and achievable goal setting to team members, while setting a good example through

consistently demonstrating the organisation's Values

- Prepare high quality quarterly reports and present at quarterly reporting meetings
- Maintain budgets for business units.
- Manage the Performance Assessment Cycle for positions under your direct supervision including annual review of position descriptions.
- Provide regular, consistent communication to and from team members, to support a productive and effective team.
- Provide technical advice and professional support to officers and others as required to resolve complex issues.
- Make suggestions and manage change that contributes to the efficiency and effectiveness of the Directorate.
- Oversee drafting and updating of work procedures, policies and procedures for the business unit.
- Report as required to the Director on workload, effectiveness and staff matters.
- Keep informed of current trends and initiatives and ensure involvement in continuing professional development.
- Provide positive representation of the Town at all times.

Objective 7: Occupational Health and Safety (For Managers/Senior Officers)

- Raising OSH awareness throughout business units.
- Facilitation of continual improvement and cultural beliefs around safety.
- Actively promote OSH and disseminate OSH information.
- Provide and maintain workplaces, plant, and systems of work such that, so far as is practicable, the employees are not exposed to hazards.
- Provide such information, instruction, and training to, and supervision of, the employees as is necessary to enable them to perform their work in such a manner that they are not exposed to hazards;
- Effectively communicate with regard to the OSH management system.
- Apply OSH and relevant legislation.
- Implement components of OSH management systems.
- Implement hazard identification, risk assessment and control.
- Implement incident investigation, reporting and record keeping.

Objective 8: Occupational Health & Safety (For all Staff)

- Comply with all workplace procedures for hazard identification, risk assessment and risk control.
- Actively participate in safety activities associated with the management of workplace health and safety.
- Follow policy and procedures as required.
- Take reasonable care to ensure his/her own safety and health at work.
- Avoid adversely affecting the safety of any other person.
- Identification and reporting of health and safety hazards, accidents, incidents, injuries, property damage at the workplace.
- Ensure the correct personal protective equipment is used for the task or activity.

Objective 9: Corporate Responsibility (All Staff)

- In all actions, be accountable and employ ethical decision making and good governance in line with Town's Code of Conduct, values, policies and procedures.
- Demonstrate an ongoing commitment to the Town's Customer Experience Charter.
- Provide a high level of customer service.
- Promote and maintain harmonious relationships in the workplace.
- Ensure efficient and appropriate use of resources.
- Promote the development of efficient work practices.
- Maintain good relations with the general public and promote Council's operations in a professional manner at all times.

- Adhere and follow the Town's Record Keeping Plan.
- Carry out other duties as requested by management which may be reasonably expected within the scope of the classification level and skill base of the employee.

Objective 10: Continuous Improvement (All Staff)

- Employ the mind set of continuous improvement to all work tasks.
- Support team members to review and analyse processes to identify possible improvements.
- Contribute to developing a culture of acknowledging and celebrating efforts to improve processes.

SELECTION CRITERIA

Essential

- Previous experience in the operation of a swimming pool complex and its day-to-day functions.
- Sound knowledge of pool operating procedures.
- Highly developed customer service skills.
- Ability to effect minor repairs to plant, buildings & equipment.
- Computer literacy including Microsoft Word, Excel and Outlook and intermediate keyboard skills.
- Ability to work in a roster system and show flexibility in work hours.
- Cash handling and bank reconciliation skills.
- Effective organisational skills.
- Knowledge of chemical handling and safety precautions.

Qualifications

- Current Pool Operations Certificate (including Breathing Apparatus).
- Current Pool Lifeguard Certificate.
- Current Senior First Aid Certificate (including Oxygen-Resuscitation).
- A National Police Clearance (no older than 6 months).

Desirable

- Breathing Apparatus and Confined Spaces Certificate.

REQUIREMENTS

The Town requires all staff prior to commencing employment to:

- Provide an original qualification for sighting or a certified copy of qualification (where listed as Essential in Position Description).
- Provide for sighting 100 points of identification including at least one with a photograph (i.e. Driver's License and Passport or Birth Certificate).
- Complete a pre-employment medical (Town's GP to confirm fitness to work in position).
- Complete a Police Clearance (to be assessed by Human Resources).
- Provide evidence of the Right to Work in Australia.
- Sign a change of circumstances employee declaration.
- Provide a COVID certificate evidencing proof of vaccination (where required for your position by State Government Directions or Town Policy or Procedure).

Some positions may be required to undertake other checks and verifications such as Working with Children Check and these will be specifically indicated in the Selection Criteria.

PROBATION

Unless otherwise stated in a Letter of Offer, this position is subject to a 6 month probation period, at which time work performance will be reviewed to determine whether permanent appointment will proceed.

Signatures

Chief Executive Officer Approval

Signature	Date

Employee

Signature	Date

Review date:

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