



## ■ Position Description

<b>Job Title:</b>	<b>Recreation and Aquatic Centre Manager</b>
<b>Reporting To: -</b>	<b>Director Youth &amp; Community Development (DYCD)</b>
<b>Remuneration level:</b>	<b>Negotiable depending on experience and qualifications</b>

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### Purpose of the position

- To manage the day to day operations of the Council's Aquatic Centre and Recreational Complex
  - To institute procedures to ensure all safety requirements are met in order that the general public are using a facility that is acceptable to health regulations.
  - To ensure a professional and compatible work environment whilst providing a helpful, efficient and courteous service to the general public, staff and Councillors.
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### Responsibilities

■ **Responsibility 1 – To manage the Halls Creek Swimming Pool and Recreation Complex in accordance with Council Policy and Health regulations so as to provide a safe, healthy and pleasant environment for the community.**

Authority Level – Able to work semi-autonomously, with direction from the DYCD as appropriate

Measurement - The operation of the Swimming pool meets all health standards of the Department of Health

Presentation of the venue and cleanliness within the ground and the immediate vicinity outside the complex are maintained to a high standard.

Equipment, plant, devices and protective equipment are operational within the Council's and Australian required safety standards

■ **Responsibility 2 – To develop, supervise and maintain staff to ensure a high quality of customer service to users of the complex**

Authority Level – Responsible for leadership of the Aquatic centre staff in their day-to-day work and on-the-job training; makes recommendations to the DYCD in regard to off-site professional development opportunities.

Measurement - Aquatic centre staff are qualified and appropriately trained to undertake tasks require of them.

Aquatic centre staff are using resources responsibly and within the applicable policies and guidelines.

Aquatic centre staff are gaining and maintaining the trust and confidence of clients, parents, other council officers, the Council and the general community.

All staff maintain courteous and professional standards and there are no complaints about unprofessional or improper conduct.

■ **Responsibility 3 – To liaise with Shire staff from the relevant sections of Council’s operations in respect to the timely provision of services to the swimming pools and recreational facilities**

Authority Level – Able to work semi-autonomously, with guidance and support from the DYCD as required.

Measurement - The Complex is well maintained and is continually improving.

Services and supplies required by the complex are carried out in a prompt and efficient manner.

Harmonious relationships have been developed internally and externally.

■ **Responsibility 4 – To maximise usage and revenues and to manage the complex in a financially responsible manner within the budgeted expenditure**

Authority Level – Able to work semi-autonomously, with guidance and support from the DYCD as required

Measurement - Strategies are developed that will increase the usage of the complex.

All revenue is accurately receipted and summaries provided as often as required by the DYCD.

■ **Responsibility 5 – To manage the Halls Creek Aquatic and Recreational complex to ensure objectives and performance standards are met**

Authority Level – Responsible for the day-to-day management of the complex and works with guidance and support from the DYCD as appropriate

Measurement - The day-to-day operations of the Complex are carried out at a high standard in a proficient and timely manner.

Users of the Complex are treated with professionalism and dignity.

Users are provided with effective supervision and the highest safety standards are maintained.

■ **Responsibility 6 - To ensure (in cooperation with the Records Manager/Records Officer) that all documents relating to the Recreation and Aquatic Centre are**

**registered and managed in accordance with the Document Management Plan approved by the DYCD.**

Authority Level – The officer is expected to work in cooperation with the Records Manager.

Measurement -  
1. High level of cooperation with Records staff.  
2. All Recreation and Aquatic Centre documents are managed appropriately in accordance with the Document Management Plan.

**Responsibility 7 – To comply with Occupational Health and Safety legislation and promote safe work practices including ensuring all staff complete OSH documents such as risk assessments, incident reports, hazard registers etc. as soon as practical and delivered to supervisor and/or HR coordinator immediately.**

Authority Level – Able to work semi-autonomously within established procedures, with guidance from the HR Coordinator and/or OSH committee.

Measurement - Ongoing vigilance to ensure risks are minimised/negated

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## Relationships

**Responsible to:** Director of Youth and Community Development

**Supervision of:** Lifeguards, casual pool attendant, Trainees, other aquatic Centre Staff (as applicable)

### Internal/external liaison:

#### Internal

##### **With:**

##### **Purpose**

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|---|--|
| 1. Director Youth and Community Development | 1. To receive direction, guidance and support as appropriate   |
| 2. Director Youth and Community Development | 2. To provide accurate and timely accounting for revenues and kiosk stock  |
| 3. Garnduwa                                 | 3. Liaises with the Garnduwa team on the delivery of activities and programs at the centre                             |
| 4. Records Manager                          | 4. Ensures that Recreation and Aquatic Centre documents that are corporate records are appropriately registered.       |
| 4. Other Shire Staff                        | 4. Liaises as required on other matters such as maintenance, purchasing, advertising, events, security HR matters etc. |

#### External

General Public  
Schools

Health Department WA  
Sport and Recreation WA  
Royal Life Saving Society  
Wholesalers/suppliers  
Equivalent positions in other shires  
Industry professionals  
Clubs, associations and other user groups

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## Extent of Authority

- Works in accordance with general direction from the DYCD
  - High level of initiative and flexibility within the parameters of Council's policy and procedures
  - Contributes to the development of policies and guidelines in relation to recreational activities provided by the Shire
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## Specific Duties

### **Corporate Management**

- Assist the DYCD in the development, implementation and ongoing communication of strategic plans, policies and objectives

### **Financial Management**

- Manage financial operations.
- Assist the DYCD in the preparation of the annual Swimming Pool and Recreational Complex budget
- Source possible funding opportunities and in conjunction with DYCD to prepare applications, acquittals etc

### **HR Management**

- Monitor and review staff performance and provide counselling and advice
- Identify and provide ongoing training and development of Unit staff
- Assist in the recruitment and selection of Unit staff
- Provide new Unit staff with an effective induction program, in conjunction with the Executive Management Team.
- Develop and maintain a sense of loyalty and teamwork between members of the Unit.
- Ensure Aquatic Centre staff completes required Occupational Health and Safety documents when appropriate

### **Operational Management**

- Co-ordinate the delivery of services of the Unit in line with the approved annual budget
- Seek assistance and input from Unit staff into the effective delivery of Unit services to all its customers
- Maintain effective records in accordance with standard procedures, and comply with the record keeping and document management requirements approved by the DYCD.

### **Service Delivery**

- Ensure the pool water quality is in accordance with the W.A. Health Department standards by undertaking appropriate testing and monitoring programs and safety procedures

- Develop and implement physical activity and recreation programs that increase the utilisation rate of the Complex

### **Customer Service**

- Promptly attend to customer enquiries in a courteous and effective manner
- Maintain a high level of personal presentation
- Take initiative to attend to existing or potential customer needs

### **Health and Safety**

- Ensure complex operates within the standards outlined in the WA Department of Health Regulations
- Ensure that, where practicable, staff are not exposed to hazards
- Ensure that accidents and significant incidents are properly and promptly reports to the DYCD
- Ensure that relevant staff are consulted regarding changes to premises, plant and equipment which may/will impact on their health and safety
- Ensure that plant and equipment provided is in good condition and suitable for the purpose for which it is to be used
- Ensure that there is competent and sufficient supervision to facilitate the work to be carried out in a safe manner
- Ensure that any contractor engaged for the area of authority operates in accordance with Council's required safety standards
- Operate plant, equipment, appropriate devices and protective equipment in accordance with demonstrated safety procedures and proper instruction
- Conduct water chemistry tests and plant room adjustments to ensure water quality complies with WA Health Department Standards

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## Person Specification

### **Skills**

#### Essential:

- Sound supervisory skills, including the ability to effectively lead a small team
- Sound verbal and written communication skills, incorporating well developed interpersonal skills
- Developed customer service skills
- Good time management and organisational skills
- Demonstrated ability to use initiative
- Physical fitness of an acceptable level to perform duties
- Ability to operate and use computer equipment at a basic level

#### Desirable:

- Developed skills in crowd management
- Physical activity and recreation programming and marketing skills

### **Knowledge**

#### Essential:

- Sound knowledge of the provision of the Health Act, Regulations, Code of Practice and local laws applying to the maintenance and operation of Swimming Pools
- Sound knowledge of the operation and maintenance of water treatment plants and water chemistry tests

- Sound knowledge of the safety procedures and requirements for handling hazardous chemicals used for water treatment
- Sound knowledge of emergency procedures and work place safety
- Sound knowledge of First Aid and Rescue techniques

Desirable:

- Working Knowledge of relevant Occupational Health and Safety legislation
- Working knowledge of budgeting process

**Experience**

Essential:

- Demonstrated experience in staff supervision
- Demonstrated experience as a Recreational Complex Manager or Assistant Manager
- Previous experience in the operation and maintenance of water treatment plant and water chemistry tests
- Previous experience in safety procedures and requirements for the handling of hazardous chemicals used for water treatment
- Experience in cash handling and banking procedures

Desirable:

- Demonstrated recreation programming and marketing experience

**Qualifications and/or Training**

Essential:

- Pool Manager's Competency Certificate
- Current Pool Lifeguard Certificate
- Current Bronze Medallion Certificate
- Current Senior First Aid Certificate
- Current Oxygen Resuscitation Certificate
- Current SCBA Certificate

Desirable:

- Instructor of Swimming and Water Safety (AUSTSWIM Registration)
- Other Certificates in Recreation or Fitness (or progress towards such)

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## Selection Criteria

**Essential:**

- Relevant qualifications, skills and knowledge in the operations of a swimming pool and associated equipment, in line with industry and Western Australian Department of Health regulations
- Proven ability to manage staff and facilitate a positive work environment for team members
- Highly developed interpersonal skills, with a demonstrated ability to communicate effectively with Aboriginal people
- Well developed administration skills with experience in budgeting and the preparation of reports and submissions for funding
- Demonstrated ability to exercise initiative in planning and developing effective and appropriate recreational programs and activities for people in a cross cultural environment
- Demonstrated experience in working co-operatively with government and non-government agencies, business and members of the general public
- Basic computer literacy skills

- Current “C” class drivers licence

**Desirable:**

- AUSTSWIM accreditation and experience in the provision of swimming and water safety classes
- Good knowledge of relevant Occupational Health & Safety Legislation
- Experience in the management of a multi-purpose recreational complex
- Public relations and marketing skills
- Fitness instructor or equivalent gymnasium operation qualifications

Signed.....  
Employee

Date.....

Signed .....  
Noel Mason  
Chief Executive Officer

Date.....  
Reviewed and Revised 21 October 2021  
Margaret Glass DYCD