



## POSITION DESCRIPTION

Position Title:	Pool Life Guard
Directorate:	Environment and Economic Development
Branch:	Business Services
Salary Grade:	2
Status of Position:	Casual
Hours of Work per week	As required

## POSITION REPORTS TO:

Recreation Centre Supervisor

## PRIMARY PURPOSE OF THE POSITION:

- Undertake all aspects of day-to-day pool operations at Quirindi and Werris Creek Swimming Pool including, but not limited to, maintenance of equipment, life guard duties and operation of kiosks.
- Assist in the provision of a safe and enjoyable environment for all staff and pool patrons which align with the latest industry or legislative requirements

## KEY ACCOUNTABILITIES:

- Observe the pool environment and ensure the highest standard of public supervision and safety
- Assist in maintaining safety standards at all times within the aquatic environment by remaining alert and aware; identifying potential risk factors and taking steps to mitigate those risks
- Undertake inspections of pool areas as directed; reporting to Management Team as required
- Deliver a high level of customer service when interacting with the public including point of sale, Kiosk Service or responding to inquiries or complaints;
- Perform administrative tasks and general duties associated with the day to day running of the facilities as directed; Maintain accurate records in accordance with Council's information management policies as relevant to the role
- Participate as an active team member by contributing to relevant discussions, meetings, training and any other decision making or internal liaison as required.
- Compliance with Council's policies and procedures, as amended from time to time, as they relate to your employment. This includes but is not limited to record keeping and Work Health and Safety (WHS) policies and guidelines
- The employer may direct the employee to carry out such duties that are within the limits of the employee's skill, competence and training as per Clause 8 of Local Government (State) Award 2014

## KEY CHALLENGES:

- Dealing with difficult customers
- Managing workloads based on fluctuating attendance numbers
- Performing duties as requested by the Management Team in a timely manner



## KEY RELATIONSHIPS:

Who	Why
<b>Internal</b>	
Recreation Centre Coordinator, Pool Supervisor	<ul style="list-style-type: none"> <li>Provides direction and supervision for role</li> </ul>
Director	<ul style="list-style-type: none"> <li>Provides overall management of the Directorate and its employees</li> </ul>
Council Staff and Management	<ul style="list-style-type: none"> <li>Ensure Stakeholder expectations are met</li> </ul>
<b>External</b>	
Patrons	<ul style="list-style-type: none"> <li>Manage expectations and provide services</li> </ul>

## RECRUITMENT SELECTION CRITERIA:

### ESSENTIAL

1. Current First Aid and CPR qualifications. i.e. Apply First Aid, Apply Advanced First Aid, Perform CPR
2. Possess a current Working With Children check
3. Current accreditation; Royal Life Saving Society - Australia Pool Lifeguard Licence or ability to update/obtain Licence prior to season commencement
4. Knowledge of pool supervision, water safety, water education, rescue techniques and public safety requirements
5. Basic computer skills
6. Ability to work as part of a team or with minimal supervision
7. Agree to undertake a Criminal History Check prior to commencement\*





### DESIRABLE

1. Previous experience in a similar role at an aquatic facility
2. Previous experience in safe cash handling and customer service

\* Appointment to positions which handle cash is subject obtaining a clear criminal History Check



## KEY CAPABILITIES:

Capability Group	Capability Name	Level
 <b>Personal Attributes</b>	<b>Display Resilience and Courage</b>	<b>Foundational</b>
	Act with Integrity	Foundational
	Manage Self	Foundational
	Value Diversity	Foundational
 <b>Relationships</b>	Communicate Effectively	<b>Intermediate</b>
	<b>Commit to Customer Service</b>	Foundational
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
 <b>Results</b>	Deliver Results	Foundational
	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	<b>Demonstrate Accountability</b>	<b>Foundational</b>
 <b>Business Enablers</b>	Finance	Foundational
	<b>Technology</b>	<b>Foundational</b>
	Procurement and Contract Management	Foundational
	Project Management	Foundational

### Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence.

Group and Capability	Level	Behavioural Indicators
<b>Personal Attributes</b> Display Resilience and Courage	Foundational	<ul style="list-style-type: none"> <li>Be open to new ideas and approaches</li> <li>Offer own opinion, ask questions and make suggestions</li> <li>Adapt well to new situations</li> <li>Do not give up easily when problems arise</li> <li>Stay calm in challenging situations</li> </ul>
<b>Relationships</b> Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> <li>Support a culture of quality customer service in the organisation</li> <li>Demonstrate a thorough knowledge of the services provided and relay to customers</li> <li>Identify and respond quickly to customer needs</li> </ul>



Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> <li>Consider customer service requirements and develop solutions to meet needs</li> <li>Resolve complex customer issues and needs</li> <li>Co-operate across work areas to improve outcomes for customers</li> </ul>
<b>Results</b> Demonstrate Accountability	Foundational	<ul style="list-style-type: none"> <li>Take responsibility for own actions</li> <li>Be aware of delegations and act within authority levels</li> <li>Be aware of team goals and their impact on work tasks</li> <li>Follow safe work practices and take reasonable care of own and others health and safety</li> <li>Escalate issues when these are identified</li> </ul>
<b>Business Enablers</b> Technology	Foundational	<ul style="list-style-type: none"> <li>Display familiarity and confidence in the use of core office software applications or other technology used in role</li> <li>Understand the use of computers, telecommunications, audio-visual equipment or other technologies used by the organisation</li> <li>Understand information, communication and document control policies and systems, and security protocols</li> <li>Comply with policies on acceptable use of technology</li> </ul>