

DUTY MANAGER COMMUNITY POOLS

Role Description

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| Role Title | Duty Manager Community Pools |
| Group | Parks Sport and Recreation |
| Leadership Group | Customer and Community |
| Team | Recreation Facilities |
| Reports to | Operations Manager |

Welcome to Wellington City Council

We serve the residents and businesses of the city of Wellington. To ensure we meet their needs we consult and engage with them on a regular basis and develop our vision and long term plans to meet those needs.

Our Council vision is

Kia mahi ngātahi mō Pōneke mō tōna āpōpō | Working together for Wellington's future.

Our four core values are:

- He tangata, he tangata, he tangata | We put people at the heart of what we do
- Mahi ngātahi | We collaborate
- Whakapai ake | We're always improving
- Mana tiaki | We care for our places.

Te Tiriti o Waitangi/The Treaty of Waitangi

Wellington City Council is committed to the principles of the Treaty of Waitangi – partnership, participation and protection - and as such, we work with our iwi partners and the wider Māori community to meet their needs and aspirations for the city.

Our vision for the city is articulated in **Wellington Towards 2040: Smart Capital**. There are four pillars to this strategy:

- **People-Centred City**
Building a healthy, vibrant, affordable and resilient city with a strong sense of identity and “place” expressed through urban form, openness and accessibility.
- **Connected City**
A city with easy access to regional, national and global networks. Connections will be: physical, allowing for ease of movement of people and goods; virtual, in the form of world-class ICT infrastructure; and social, enabling people to connect with each other and their communities.
- **Eco-City**
Proactively responding to environmental challenges, taking an environmental leadership role as the capital city of clean, green New Zealand.

- **Dynamic City**
A city with a dynamic centre – a place of creativity, exploration and innovation. The central city will continue to drive the regional economy and provide Wellingtonians and visitors alike with unique and outstanding experiences.

10 Year Plan Priority areas

We want our city to continue to thrive. To achieve this, we need to understand and address the challenges we face. How we do this through Our 10-Year Plan will potentially shape the city for generations to come.

With the challenges in mind, we have identified the following priority investment areas:

- **Resilience and environment** – investing in core infrastructure, looking after the environment and making our city more resilient against future shocks
- **Housing** – investing in quality and affordable housing to accommodate our growing population
- **Transport** – investing in transport options to maintain easy access in and out and around our city, promoting alternatives to private car usage, and reducing congestion
- **Sustainable growth** – investing in economic projects that stimulate growth and diversification, and planning for population growth in ways that recognise the city's special character
- **Arts and culture** – investing in arts and culture to maintain our position internationally as a vibrant, edgy capital

Parks, Sport and Recreation Key Result Areas

- Zero tolerance for poor customer service
- Absolute commitment to finding solutions
- A high standard of professionalism & business management
- A best-value mentality
- An outward-oriented focus
- Respect for, and commitment to, our community's aspirations

Detailed description of Duty Manager Community Pools

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| <p>Purpose of the Role: To effectively lead a team to provide exceptional customer service and facility presentation. To manage daily operational activities associated with the safe supervision of customers, high standards of facility presentation, water quality, and asset and equipment management. To respond in the event of an emergency.</p> | |
| <p>Direct reports</p> <p>Operational staff</p> | <p>Indirect reports</p> <p>n/a</p> |
| <p>Key Relationships:</p> | |
| <p>Internal</p> <ul style="list-style-type: none"> • Community Pools Manager • Operations Manager • Facility staff | <p>External</p> <ul style="list-style-type: none"> • Customers • Suppliers and Contractors • Other Parks Sport and Recreation staff • Industry organisations |

| Key Responsibilities | To achieve this you will need to: | As a result we will see: |
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| Pool Lifeguarding | <ul style="list-style-type: none"> ▪ Carry out pool lifeguarding according to protocols and standards. ▪ Identify and respond to emergencies according to Emergency Action Plans. | <ul style="list-style-type: none"> ▪ Lifeguarding standards adhered to at all times. ▪ Prompt emergency response. |
| Staff Management | <ul style="list-style-type: none"> ▪ Assist the Operations Manager with recruitment, selection, induction and training of facility operations staff. ▪ Assist Operations Manager to maintain cost effective duty rosters, daily work schedules and facility procedures. ▪ Carry out performance management of team members in line with WCC Performance Management Systems, ensuring the identification of ongoing training and development requirements using position-training guidelines. | <ul style="list-style-type: none"> ▪ The Operations Manager is effectively supported in training, recruitment, rosters and performance management processes. |
| Facility Presentation and Operational Equipment Management | <ul style="list-style-type: none"> ▪ Ensure that procedures and schedules for facility maintenance and presentation are established and carried out. ▪ Monitor effectiveness of facility presentation procedures, in consultation with Operations Manager, make improvements where required. | <ul style="list-style-type: none"> ▪ A clean, hygienic well presented facility. ▪ Maintenance schedules are reviewed when necessary. ▪ Swim meets, programmes and equipment are set up and packed down as required and events are timetabled to allow for this. |

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| | <ul style="list-style-type: none"> ▪ Manage swim meets and events to a high standard, with regard to customer service, pool supervision and equipment set up and management. | |
| Administration | <ul style="list-style-type: none"> ▪ Carry out administration tasks requested by the Operations Manager or Community Pools Manager. ▪ Maintain effective working knowledge of the administration of all operational and Facility programme services. ▪ Process staff timesheets accurately. | <ul style="list-style-type: none"> ▪ Admin duties completed on time and to a suitable standard. ▪ All timesheets are accurate and submitted to HR Payroll on time. |
| Compliance | <ul style="list-style-type: none"> ▪ Ensure all facility staff co-operate fully in meeting the health & safety requirements of the facility. ▪ Be familiar with and ensure operational activities comply with WCC standards. ▪ Maintain and monitor water treatment levels and associated plant in accordance with national prescribed standards and procedures. ▪ Ensure that the provisions of the Health and Safety in Employment Act, Building Compliance Act, Pool Supervision Standards and New Zealand Standards for the Operation of Public Swimming Pools are maintained through all aspects of facility operation. | <ul style="list-style-type: none"> ▪ Staff are educated and Health & Safety requirements are met. ▪ Operational activities meet the expected standard for a Recreation Facility. ▪ Water treatment standards are maintained. Audits on water quality meet the requirements. |
| Pool Supervision | <ul style="list-style-type: none"> ▪ Provide and maintain a high standard of professional pool Lifeguarding and safety for facility customers through effective supervision of facility operations staff. | <ul style="list-style-type: none"> ▪ All staff meet the competency requirements for the Pool Lifeguard Award and First Aid requirements. ▪ Customers are supervised in the pool at all times. |
| Customer Service | <ul style="list-style-type: none"> ▪ Provide clear and accurate information to customers about the facility services and programmes. ▪ Provide effective customer care and consideration ensuring a positive, welcoming, helpful courteous manner at all times to all customers. ▪ Proactively develop and maintain positive relationships with facility customers and user groups. ▪ Encourage and respond positively to | <ul style="list-style-type: none"> ▪ Target customer satisfaction. ▪ Swift resolution of issues resulting in win-win outcomes for all parties. ▪ Satisfied customers both internal and external. |

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| | <p>customer feedback, seeking assistance from Operations Managers when required.</p> <ul style="list-style-type: none"> Carry out customer service according to protocol and standards. | |
| Team Commitment | <ul style="list-style-type: none"> Actively commit to working as part of the facility team to ensure a co-operative environment. Encourage staff to have personal responsibility and pride in Facility activities. | <ul style="list-style-type: none"> Team members feel supported and respected by their peers. |
| Professional Development | <ul style="list-style-type: none"> Maintain personal levels of competence sufficient to lead and carry out emergency response to customers or fellow team members as required. Attend all scheduled in-house training on request and assist Operations Manager with the delivery of in house training requirements. | <ul style="list-style-type: none"> Standards and competencies are maintained. Attendance at scheduled training and areas of professional development are identified and actioned. |
| Develop and manage a highly effective team. | <ul style="list-style-type: none"> Show leadership in supporting the team to achieve the organisation's vision and objectives. Build and enhance the capability of the team. Create and maintain a culture of high performance where personal development is valued. Maintain high levels of staff motivation and teamwork with a focus on service standards, value for money, and continuous improvement. | <ul style="list-style-type: none"> Staff who feel valued and have a good understanding of how their role is aligned with the organisation's strategic objectives. Targeted performance development plans in place for all staff that are supported with regular reviews. Satisfied internal and external customers who view the FM team as professional, customer focussed and high performing. |
| Leadership - you will be expected to demonstrate leadership in line with the preferred culture for the organisation. | <ul style="list-style-type: none"> Demonstrate leadership behaviours in all that you do, including inspiration; vision; courage and integrity. Operate from a shared values base and positively role model and demonstrate behaviours and management practices consistent with those values. Identify issues or risks to achieving business objectives and develop and implement mitigation strategies. | <ul style="list-style-type: none"> A high performing motivated team that has a sense of purpose and direction and works collaboratively across the organisation. |
| Health and safety – Leaders will provide visible | <ul style="list-style-type: none"> Take responsibility for a work environment where hazards and risks | <ul style="list-style-type: none"> A team culture, supported by processes and practice, that views |

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| <p>leadership in health and safety systems and practices to assist in the achieving of the value of “aspire to zero harm”.</p> | <p>can be openly raised, discussed and addressed.</p> <ul style="list-style-type: none">▪ Celebrate and reward health and safety successes; challenge attitudes and behaviours that don't support workplace safety. | <p>health and safety as a critical element of business as usual.</p> |
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JOB REQUIREMENTS – Duty Manager Community Pools

Qualifications:

- Pool Lifeguard Practicing Certificate
- Water treatment experience
- Pre Hospital Emergency Care certificate

Strong demonstrable knowledge of and experience in:

- Leading a team
- Strong pool operational experience
- Customer Service

Job related competencies: Role specific competencies required for the job

- **Predicting** – Analysing available information to assess the most likely long term result of a range of options. Supplements available information with experience and judgment to ensure predictions are as accurate as possible.
- **Negotiating** – Reaching a consensus view without damaging relationships and with minimal noise. Pushing as hard as possible so both parties agree they have achieved a win-win outcome
- **Prioritising** – Making decisions in the context of the contribution to Council outcomes.
- **Solution focussed** – Thinking beyond constraints and focusing on what is possible to ensure proposals are results oriented and practical.
- **Trusting** – Delegating the responsibility and authority for functions to team members, then giving them the freedom and autonomy required to achieve the desired outcomes. Encourages a steady flow of two-way communication vertically and horizontally within the organisation so informed decisions can be made at the right level.
- **Leadership** - You are a role model for the culture and values of the Council and you can see the strengths and weaknesses of people. You can manage any conflict in a reasoned manner through to an accepted resolution.
- **Operational Ability** – With a focus on value for ratepayers you will get things done and eliminate roadblocks. You will create strong teams of empowered people who understand organisational processes and always look for opportunities for improvement. You will be motivated to demonstrate energy and drive for your self and others to achieve results.
- **Professionalism** – You will promote and behaving in ways that support the culture and values of the Council. You learn from mistakes and strive for personal development.
- **Customer Service** – You will provide customer service accepting the customers problem is our problem.
- **Effectiveness for Maori** - Understanding and meeting the needs of Māori in the Council's internal working environment and in the delivery of services to the Wellington community.
- **Biculturalism and Diversity** – Acts in ways that promote an environment of biculturalism, diversity and

inclusion in the workplace.

Delegated authorities: n/a

Disclaimer

The responsibilities above are intended to describe the general nature and level of work required by the incumbent to achieve the expected outcomes for the job. From time to time, the incumbent may be required to perform duties outside of these responsibilities as required.