

DISTRICT AQUATICS MANAGER

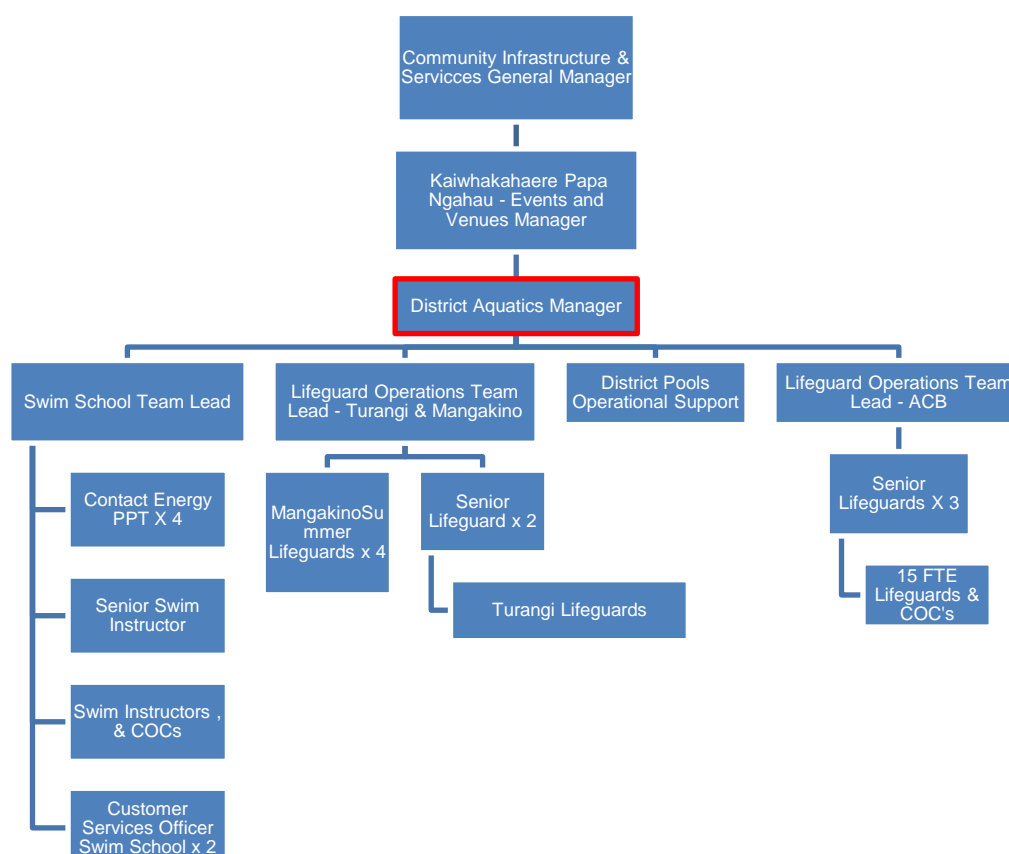
KAIWHAKAHAERE TĀKARO WAI Ā ROHE

POSITION DESCRIPTION

POSITION INFORMATION

Group	Community Infrastructure and Services
Team	Events and Venues
Reports to	Kaiwhakahaere Papa Ngahau – Events and Venues Manager
Direct Reports	4 - Swim School Team Lead, Lifeguard Operations Team Leads x 2, District Operational Support
Primary Location	AC Baths (secondary locations – Turtle Pools and Mangakino)
Financial Authority	\$20,000

TEAM STRUCTURE



POSITION PURPOSE

- To lead the districts aquatic business to be a high performing team and deliver an outstanding level of customer service
- Manage operations of all aquatic facilities district wide to SOP standards
- Water quality management to NZS 5826:2010
- To contribute to and implement the districts aquatic business strategy
- Manage training programs and assess Lifeguards and Swim School to industry standards
- Manage Pool user safety via fully trained and certified lifeguards

KEY RESPONSIBILITIES

Responsibility	Key Functions/outcome
Team Management and Leadership	<ul style="list-style-type: none"> • Ensuring team members are led and managed effectively • Coaching, mentoring, supporting and encouraging of all staff • Manage staffing levels, recruitment and service levels • Take proactive, preventative steps to manage and control the use of all pools ensuring that a safe and enjoyable environment • Recommend employment, promotion advancement opportunities or discipline of staff • Ensure that all staff are achieving their specific objectives by monitoring their work with performance reviews • Developing and implementing communication strategies for staff to ensure a safe and positive environment where staff clearly understand their roles and responsibilities, feel involved, valued and supported •
Business / Financial Management	<ul style="list-style-type: none"> • Ensuring pools are operated in accordance with National Guidelines and Standard Operating manual NZS 5826:2010 • Implement and manage Risk management plan (RMP), H&S, emergency management plans • Monitoring, reviewing and development of Standard Operating Manuals, Staff Training and Health and Safety Manuals • Develop and implement communication goals for staff to ensure a safe and positive environment where staff understand their roles and responsibilities clearly • Prepare and deliver reports to Events and Venues Manager on financial and non-financial results, accidents, incidents and any other matters as required •
Strategic Delivery and Portfolio Management	<ul style="list-style-type: none"> • Maintaining records of and reporting on water quality, bore water usage, faecal incidents, accidents, incidents, staff levels and patron numbers • Contributor to the development of the Sports and Recreational Strategy • Implement the sports and recreational strategy as relevant to district wide aquatic centres • Monitor and continually improve our NOP's, emergency action plans and staff training • Stay informed as to the relevant skills and qualifications levels required by staff for effective performance. • Monitor key performance indicators • Prepare staff action plans
External and Internal Relationship Management	<ul style="list-style-type: none"> • To ensure the staff maximise public enjoyment by providing an outstanding level of customer service • Ensuring public confidence through lifeguard rescue and first aid training

Responsibility	Key Functions/outcome
	<ul style="list-style-type: none"> Investigate and respond to complaints within a reasonable timeframe Positive relationships are fostered with all aquatic, swim clubs, organisations, schools and groups
Records and Reporting	<ul style="list-style-type: none"> Ensure accuracy of information/records in systems adopted by the department/organisation Produce accurate reports as required for Events and Venues Manager
Health & Safety and Wellbeing	<ul style="list-style-type: none"> Ensure compliance under Health and Safety at Work Act 2015 Model a culture of safety and wellbeing for staff Take responsibility for your own health and safety Ensure your own actions keep self and others safe Identify, report and assist to eliminate hazards/risks in workplace Participate in local workplace safety management practices Participate in workplace wellbeing initiatives
Project Management	<ul style="list-style-type: none"> Undertakes projects and/or other initiatives that may be assigned by the Events and Venues Manager
Emergency Management	<ul style="list-style-type: none"> Participates in civil defence emergency management (CDEM) events and training if required

Note: This is a broad outline of the responsibilities for this position and not an exhaustive list of your responsibilities. Key responsibilities may vary from time to time as directed by your manager to accommodate the operational needs of the team and organisation.

FUNCTIONAL RELATIONSHIPS

Internal	External
<ul style="list-style-type: none"> Events and Venues Team Lifeguards, Swim School staff Mangakino & Turangi Teams Facilities Team People & capability Team – TDC Risk Manager – TDC Various other TDC staff 	<ul style="list-style-type: none"> Industry Networks - Other Facility Managers Industry Partners – Sport Waikato, Educational Institutions, Groups & Clubs, Business partners Service Providers – Contractors, Consultants Stakeholders – User groups, Individual Users, Affiliates, Iwi Poolsafe Statutory Bodies - Occupational H & S, Police, Health Department

VISION

“Making a better life for you and your families. We’re in this together – let’s make it work!”

VALUES

Kia kōtāhi mai – We're in this together

Unite

Connect

Deliver

Kōtahitanga

Six key behaviours summarises how we will operate and support our values:

- Share and seek information with open, effective and intentional communication
- Support one another with honesty, respect and integrity in all interactions
- Exceed expectations of the community and beyond
- Seek improvement in all that we do
- Harmonise life and work
- Build a stronger relationship with the whenua and the people

PERSON SPECIFICATION

Education and Qualifications

Essential	Desirable
<ul style="list-style-type: none"> • NZQA Pool water treatment & Operations certificate • NZQA Senior Lifeguard Level 4 • Pool Lifeguard Practicing Certificate • Certified Chemical Handler • Driver's License 	<ul style="list-style-type: none"> • NZQA First Line Management Level 4 • Skills Active Assessor Qualified • Current First Aid Certificate • Bachelors and/or degree

Personal Attributes

Essential	Desirable
<ul style="list-style-type: none"> • Management & Leadership skills • Plant Operation and understanding • Customer focus • Conflict Management • Health and Safety Act knowledge • Computers and Word Processing 	<ul style="list-style-type: none"> • Business case writing • Report Writing

Competencies and Experience

Essential	Desirable
<ul style="list-style-type: none"> • Proven staff leadership skills • Industry knowledge • Minimum 3 years in a similar role • Excellent Microsoft word and Excel skills 	<ul style="list-style-type: none"> • Political understanding • Customer Service experience

Essential	Desirable
<ul style="list-style-type: none"> Knowledge & understanding of Occupational Health & Safety Legislation relevant to the organisation Working experience of dealing with customers 	

JOB DESCRIPTION SIGN-OFF

Please note that this Job Description will be discussed annually to ensure currency of the position responsibilities.

	Manager	Employee
Name		
Signature		
Date		