

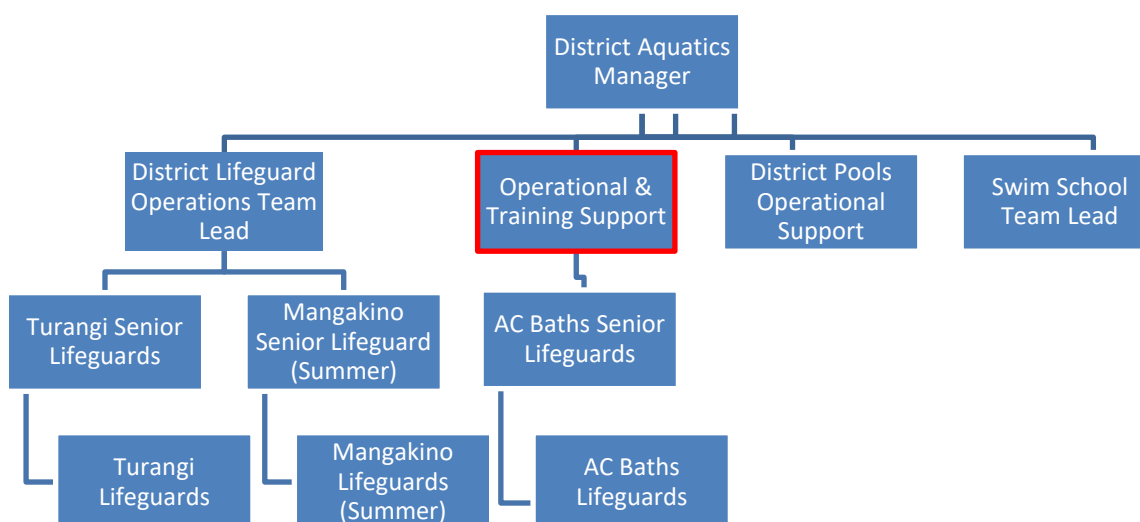
# OPERATIONAL & TRAINING SUPPORT

## POSITION DESCRIPTION

### POSITION INFORMATION

<b>Group</b>	Community Infrastructure & Services
<b>Team</b>	Events & Venues
<b>Reports to</b>	District Aquatics Manager
<b>Direct Reports</b>	Senior Lifeguards AC Baths
<b>Primary Location</b>	AC Baths, Turtle Pools and Mangakino
<b>Financial Authority</b>	\$0

### TEAM STRUCTURE



## POSITION PURPOSE

- Provide support to District Pools Operational Support with plant operation and water testing
- Deliver training programmes for AC Baths, Turangi and Mangakino pools
- Oversee daily operations at AC Baths
- Supervise AC Baths Senior Lifeguards

## KEY RESPONSIBILITIES

Responsibility	Key Functions/outcome
AC Baths Operations	<ul style="list-style-type: none"> <li>• Oversee and manage daily operations</li> <li>• Supervise staffing levels</li> <li>• Assist in recruitment and onboarding of new staff</li> <li>• Assist team leads in managing operations</li> <li>• Train and support staff in safe plant operation and hazard management.</li> <li>• Weekly Minute meeting notes</li> <li>• Could be asked to assist in daily operations for other district pools.</li> </ul>
Lifeguard Assistance Turangi, Mangakino and AC baths	<ul style="list-style-type: none"> <li>• Delivery of staff training programmes</li> <li>• Operational Support Mentor lifeguards during shifts, reinforce best practices, and address performance gaps</li> <li>• Work closely with wider District Aquatics Leadership team to manage staffing levels and competencies</li> <li>• Assist in onboarding staff</li> </ul>
Supervision and Leadership	<ul style="list-style-type: none"> <li>• Ensuring team members are led and supervised effectively</li> <li>• Supervise service levels</li> <li>• Ensure facility presentation is to the highest standard</li> <li>• Take proactive, preventative steps to supervise and control the use of all pools, ensuring a safe and enjoyable environment</li> <li>• Ensure that all staff are achieving their specific objectives by monitoring their work with performance reviews</li> <li>• Coaching, mentoring, supporting, empowering and encouraging of all staff</li> </ul>
Strategic Pool Plant Maintenance Support	<ul style="list-style-type: none"> <li>• Liaise with district pool operational support to assist with plantroom and water quality standards.</li> <li>• Assist in water quality monitoring and lab testing across all aquatic facilities, under guidance of District operational support.</li> <li>• Support in ensuring compliance with NZS 5826:2010 and public health standards</li> <li>• Assist in Training and support staff in safe plant operation and hazards management.</li> </ul>
Operational Supervision and Continuous Improvement Support	<ul style="list-style-type: none"> <li>• Support staff rostering and continuous monitoring to ensure compliance.</li> <li>• Ensure pools are operated in accordance with PoolSafe guidelines along with the SOPs</li> <li>• Stay informed as to the relevant skills and qualifications.</li> <li>• Staff training delivery and compliance of industry standards.</li> </ul>
Records and Reporting	<ul style="list-style-type: none"> <li>• Ensure accuracy of information/records in systems adopted by the department/organisation.</li> </ul>

Responsibility	Key Functions/outcome
	<ul style="list-style-type: none"> <li>Produce accurate reports as required for managers and/or The Executive</li> <li>Assist with and contribute to the preparation of the annual pool safe audit</li> </ul>
Health & Safety and Wellbeing	<ul style="list-style-type: none"> <li>Model a culture of safety and wellbeing for your staff (if in a Supervisor/Manager position)</li> <li>Take responsibility for your own health and safety</li> <li>Ensure your own actions keep self and others safe</li> <li>Identify, report and assist to eliminate hazards/risks in work place</li> <li>Participate in local work place safety management practices</li> <li>Participate in workplace wellbeing initiatives</li> <li>Ensure compliance under Health and Safety at Work Act 2015</li> </ul>
Project Management	<ul style="list-style-type: none"> <li>Undertakes projects and/or other initiatives that may be assigned by your manager or The Executive</li> </ul>
Emergency Management	<ul style="list-style-type: none"> <li>Participates in civil defence emergency management (CDEM) events and training if required</li> </ul>

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 supervisor/manager to accommodate the operational needs of the team and organisation.

## FUNCTIONAL RELATIONSHIPS

Internal	External
<ul style="list-style-type: none"> <li>District Aquatics Leadership team</li> <li>Events &amp; Venues team</li> <li>Lifeguards</li> <li>Swim School staff</li> <li>AC Baths, Mangakino and Turangi teams</li> <li>People &amp; Culture team</li> <li>Health &amp; Safety Manager</li> <li>Various other TDC staff</li> </ul>	<ul style="list-style-type: none"> <li>Industry networks and other Facility supervisors</li> <li>Industry partners – Sport Waikato, Educational Institutions, Groups and Clubs, Business Partners</li> <li>Service providers – Contractors, Consultants</li> <li>Stakeholders – User groups, Individual Users, Affiliates, Iwi and Hapū</li> <li>PoolSafe – Recreation Aotearoa</li> <li>Statutory bodies – occupational H&amp;S, Police, Health Department</li> </ul>

Six key behaviours summarise 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"> <li>• New Zealand Certificate in Aquatics (Pool Lifeguard) Level 3</li> <li>• Pool Lifeguard Practicing Certificate</li> <li>• First Aid Certificate (6400, 6401, 6402)</li> <li>• NZ Certificate in Aquatic Treatment Systems (Level 4) or OPUS Pool Water Treatment and Operations Certificate</li> </ul>	<ul style="list-style-type: none"> <li>• Business management degree or diploma</li> <li>• New Zealand Certificate in Aquatics (Pool Lifeguard) Level 4</li> </ul>

### Personal Attributes

Essential	Desirable
<ul style="list-style-type: none"> <li>• Technical competency</li> <li>• Communication skills</li> <li>• Conflict management skills</li> <li>• Ability to interact with internal and external customers</li> <li>• Problem solving skills</li> <li>• Work ethic</li> <li>• Time management skills</li> <li>• Consistency</li> </ul>	<ul style="list-style-type: none"> <li>• Flexibility</li> <li>• Determination and persistence</li> <li>• Ability to work in harmony with co-workers</li> <li>• Results driven</li> <li>• Cultural competency</li> </ul>

### Competencies and Experience

Essential	Desirable
<ul style="list-style-type: none"> <li>• Proven staff leadership and supervision skills, in particular performance management</li> <li>• Industry knowledge with plant, operations and facilities experience</li> <li>• Current full drivers license</li> <li>• Knowledge and understanding of occupational Health &amp; Safety legislation relevant to the organisation</li> </ul>	<ul style="list-style-type: none"> <li>• Forklift license</li> <li>• Working from heights ticket</li> <li>• Confined spaces ticket</li> <li>• Chemical handling ticket</li> </ul>

Essential	Desirable
<ul style="list-style-type: none"> <li>Working experience of dealing with customers</li> <li>Excellent MS, Word and Excel skills</li> </ul>	

## 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		