

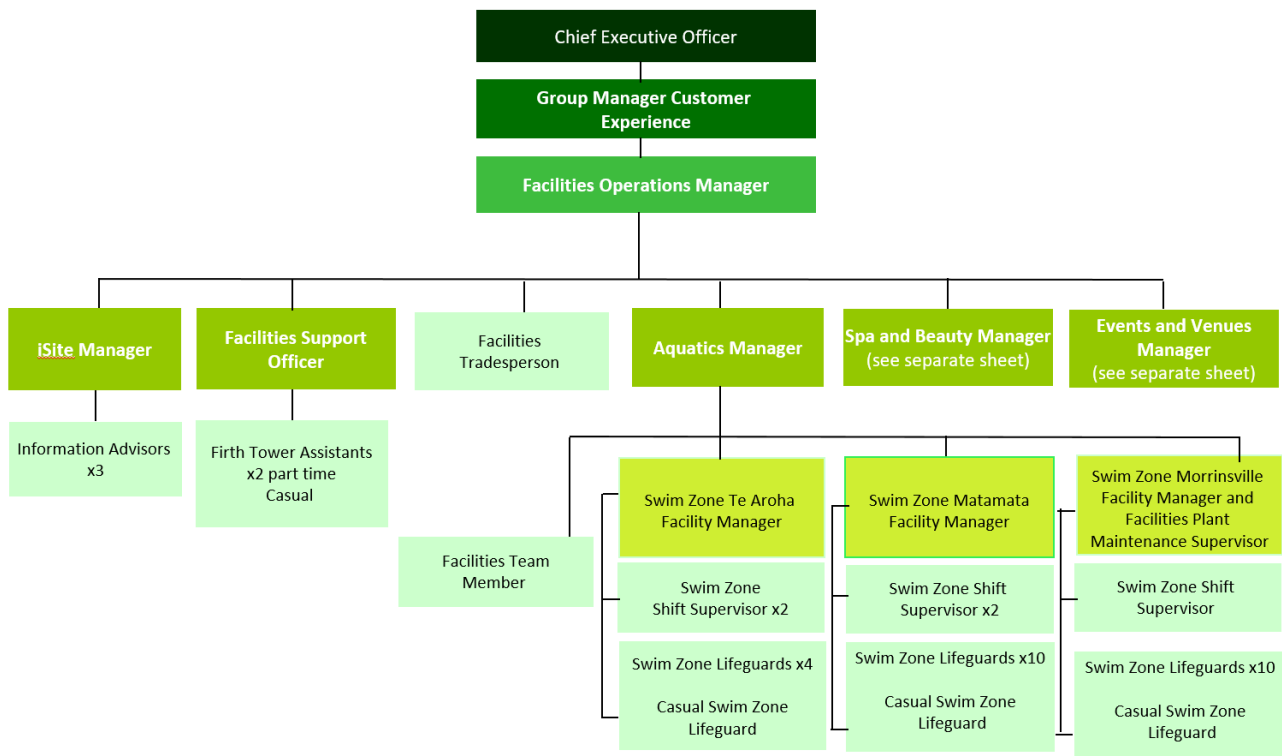


## Position Description

Title	Swim Zone Matamata Facility Manager
Group:	Group Manager Customer Experience
Reports to:	Aquatics Manager
Number of staff reporting to this position:	12 direct reports (not including casual staff)
Position purpose:	Manage the daily operations of Swim Zone Matamata to ensure optimal customer experience delivery and the facility runs safely, efficiently and complies with all MPDC and Swim Zone policies and procedures.
Position Grade	12
Date:	July 2024



## Organisation context



## Our Vision: Making a difference

We as a Council strive to make a difference in our community in everything we do. In our work, in our district, and in our staff culture.

Making a difference means doing your job to the best of your ability, to improve the district, the towns we live in, and the lives of the people who live in Matamata-Piako.

The way we do things, has a real opportunity to make a difference in the lives of those who live in our communities.



## Our Mission: Working with the community

Our mission is to work with the community to enhance the lives of all those in the district.

What we do has a direct effect on our community - the better the quality of our work and the more we work with our community, the better our community will be.

What we do matters.



## Our Values: We do it right, we do it better, we do it together



### Expected behaviours

#### We do it right

- We are accountable for our actions
- We take ownership of our work
- We provide great customer service
- We are professional in all our dealings with others
- We are aware of how our actions reflect on Council
- We are open and honest with each other
- We are trustworthy
- We are responsible for our own wellbeing and the wellbeing of our workmates
- We are approachable, direct, open and honest when communicating with others
- We lead by example and demonstrate our vision and values in all that we do

#### We do it better

- We are open to learning and change
- We are self motivated and we use our initiative
- We learn from our mistakes
- We challenge the status quo
- We strive for continuous improvement
- We are friendly, helpful and flexible
- We are solution centred



- We enable and trust our team to make decisions, display initiative and take risks
- We actively encourage our team to broaden their skills and reach their full potential

**We do it together**

- We work together as one team
- We respect and accept the views of others
- We are informed and we keep others informed
- We share our knowledge with other teams
- We celebrate success
- We are actively involved as part of the team
- We are clear on where our team is heading and what we need to achieve
- We use delegation as an effective management tool
- We actively encourage working together and respecting other teams



## Key accountabilities

The position of Facilities Support encompasses the following functions or Key Accountabilities:

- ❑ Team Performance and Leadership
- ❑ Business and Financial Management
- ❑ Maintenance and water quality
- ❑ Marketing
- ❑ Training
- ❑ Health and Safety
- ❑ Customer & Community Focus
- ❑ Corporate/Organisation Contribution

The requirements in the above Key Accountabilities are broadly identified below:

Jobholder is accountable for	Jobholder is successful when
<p><b>1. Team Performance and Leadership</b></p> <ul style="list-style-type: none"><li>• Provide leadership, cover, support and development for the Swim Zone Matamata Team through setting clear and consistent standards, developing and empowering others, building commitment and trust, addressing performance related issues, managing conflict and building effective teams.</li></ul>	<ul style="list-style-type: none"><li>• Meaningful performance reviews are held (MPDC's PDT process). Training and development needs are identified and development plans are in place for the Swim Zone Matamata Team.</li><li>• Performance improvement plans are in place to ensure poor performance is managed in an effective manner.</li><li>• 360 report and other feedback reflects effective people and performance management and team engagement.</li><li>• All positions are filled with suitable and competent staff. Evidence of cover and support.</li></ul>



- Effectively lead the team and execute the delivery of agreed programmes and services
- Lead the successful implementation of Corporate and People and Wellness initiatives.
- Promote and maintain a culture that achieves a high level of morale within the team and encourages performance, productivity, openness, employee satisfaction and trust.
- Encourage team members to demonstrate MPDC and the Facilities Operations team vision and values in their work.
- Ensure that the Swim Zone Matamata Team are familiar with the requirements of the risk management process and regularly consider the risks of the facility, works or services they are undertaking on behalf of Council.
- Ensure staff compliance with standard operating procedures & MPDC policies and procedures at all times and procedures are regularly reviewed and updated.

- Evidence of successful delivery of agreed programmes including aqua, schools, water safety, swim club, swimming lessons and new initiatives..
- Corporate and PW policies, processes, procedures and systems are used and followed on time and to standard, e.g. accurate checking and authorisation of time sheets, rosters, generate snap hire requests, management of annual, sick leave (including approving leave), Mariner 7 reports evident. Etc.
- Evidence points to a competent, motivated and professional workforce, performing efficiently and effectively and demonstrating Council's vision and values in their work.
- The Swim Zone Matamata Team members are familiar with the requirements of the risk management process and no reports of non- compliance are reported.
- No justifiable issues associated with staff compliance of procedures. Evidence of current procedures.
- Regular team meetings are conducted, documented and communication is evident.



<ul style="list-style-type: none"> <li>• Team meetings are conducted on a regular basis. Minutes documented and reported to aquatics manager.</li> <li>• Ensure all new staff receive relevant training and appropriate documentation is recorded. Identify and deliver opportunities for staff development through internal training.</li> <li>• Provide leadership support where required to other Swim Zone facilities.</li> </ul>	<ul style="list-style-type: none"> <li>• Evidence of relevant staff training documented.</li> <li>• Evidence of leadership support occurs at other Swim Zone facilities when required.</li> </ul>
<p><b>2. Administration and financial support</b></p> <ul style="list-style-type: none"> <li>• Provide summary financial and statistical data on a monthly basis for Swim Zone Matamata operations to FOM.</li> <li>• Assist the facilities operations manager with the annual review of fees and charges for Swim Zone</li> <li>• Ensure that Swim Zone Matamata expenditure is monitored and expenditure remains within budget.</li> <li>• All relevant financial tasks are processed in accordance with MPDC procedures.</li> </ul>	<ul style="list-style-type: none"> <li>• Evidence of SZMM statistics and or financial results on a monthly basis.</li> <li>• Fees and charges are reviewed and updated annually.</li> <li>• Evidence of Swim Zone Matamata expenditure remaining within budget and or non-compliance is justified.</li> <li>• No evidence of non-compliance of financial processes.</li> </ul>



<p><b>3. Marketing</b></p> <ul style="list-style-type: none"> <li>• Assist with the review of the annual facility marketing plan for Swim Zone and action agreed plan accordingly.</li> <li>• Evaluate the effectiveness of marketing initiatives.</li> <li>• Provide input into required changes for the Swim Zone website and ensure active posts occur on social media.</li> <li>• Follow required process to request COMS support.</li> </ul>	<ul style="list-style-type: none"> <li>• Annual Swim Zone facility marketing plans are reviewed and agreed plan implemented accordingly.</li> <li>• The effectiveness of marketing initiatives analysed and reported in business plans.</li> <li>• No reports of the Swim Zone website out of date.</li> <li>• Appropriate and timely response evident in COMS requests.</li> </ul>
<p><b>4. Training</b></p> <ul style="list-style-type: none"> <li>• Ensure all staff members receive comprehensive training of the standard operating procedures including MPDC policies and procedures.</li> <li>• Train, assess, provide evidence and authorise the process of all aquatic qualifications.</li> <li>• Ensure a complete and comprehensive induction for all new team members occurs.</li> <li>• Monitor external training occurs and ensure all internal training to staff is delivered and recorded.</li> </ul>	<ul style="list-style-type: none"> <li>• Staff comply and demonstrate a sound understanding of all MPDC, SZ procedures.</li> <li>• No evidence of expired qualifications.</li> <li>• Induction is completed in accordance with P&amp;W policy and procedures.</li> <li>• Evidence of both internal and external training is recorded.</li> </ul>





## 5. Health and Safety

*While this position requires a high level of involvement in Health & Safety it is also important there is clear consultation with Council's Safety and Wellness team.*

- Ensure knowledge of the Health & Safety Policy and abide by and actively promote its principles.
- Ensure that a safe and healthy work environment is maintained for staff, contractors and visitors on site with particular emphasis on ensuring that all identified hazards are controlled; accidents, incidents and near misses are accurately reported to the Safety and Wellness Team.
- Ensure that employees are trained or supervised in all aspects of their duties where there is potential for harm to occur.
- Monitor the completion of all health and safety records and documentation including: staff training, accidents, near misses, accident investigations, hazard management and compliance with S&W goals and objectives.
- Monitor the rehabilitation of employees and agree to participate in own rehabilitation should an injury be sustained.

- The Health & Safety policy is abided by and the principles are actively promoted.
- Health and safety is included as a key item at all team meetings and accurate minutes are kept.
- All identified hazards are accurately reported, recorded and controlled.
- All accidents, incidents and near misses are reported and or investigated openly, accurately and within a timely manner.
- Evidence that all staff are trained or supervised.
- Health and safety records and documentation are completed accurately and when required. The Vault S&W database is used for this purpose.
- Employees are monitored and participation in own rehabilitation is undertaken if required.

## 6. Customer and Community Focus



<ul style="list-style-type: none"> <li>• To ensure that the reputation of Council is enhanced and that a sound relationship with the district community is developed by maintaining an open policy for community participation and the distribution of information.</li> <li>• Ensure customers receive good service over the phone, face to face and through mail and email.</li> <li>• Follow through on Customer Request for Service (CRM)</li> <li>• To ensure cultural perspectives are reflected in all business practices.</li> </ul>	<ul style="list-style-type: none"> <li>• Agreed processes are used to enable a pro-active and positive Council interface with customers. Evidence of a positive working relationship with Matamata Swim Club, schools and community.</li> <li>• Availability and readiness to meet and consult with individuals and community groups.</li> <li>• Respond to customers in a timely manner and inform them of progress. No customer complaints received</li> <li>• CRM response times are met.</li> <li>• Evidence of cultural perspectives in consultation, with improved relationships and appropriate protocols observed.</li> </ul>
<p><b>7. Corporate/Organisation Contribution</b></p> <ul style="list-style-type: none"> <li>• To utilise, maintain and access council information systems ensuring data is current, accurate and available</li> <li>• To maintain the security of the information systems and their content, and to follow policy with regard to the handling of information both electronic and physical.</li> <li>• Comply with all Council's policies and rules</li> </ul>	<ul style="list-style-type: none"> <li>• That processes associated with information collection, recording, communication and maintenance are followed using the relevant procedures and standards, and following the requirements of the associated policies</li> <li>• That there are no unauthorised breaches of the IT and Records Policies</li> <li>• Complies with all policies and rules</li> </ul>



- Work practices to reflect the corporate vision values and expectations
- Demonstrate a willingness to participate in special projects.
- Foster co-operation between other teams for the benefit of the organisation
- Participate in the development, implementation and continual improvement of procedures and standards, to ensure the provision of quality services to both internal and external customers
- Assist Councils emergency management response in the event of a civil defence declaration.
- Ensure that all Health and Safety requirements as outlined in the Health and Safety policy are complied with.
- Ensure compliance with relevant legislation

- Promote and express pride in your team and the organisation.
- Participate, express ideas and viewpoints at team group meetings.
- Contribute to corporate initiatives when required.
- The quality management system is continually improved and maintained.
- Assist in Council's emergency response actions as required.
- Ensure awareness of Health and Safety requirements and procedures.
- Relevant legislation is complied with as per Council's Legislative Compliance Schedule in RM



### Note

The above performance standards are provided as a guide only. The precise performance measures for this position will need further discussion between the jobholder and manager as part of the performance management process.

### Work complexity

- Managing staff including delivering internal training
- Resolving customer conflict.
- Troubleshooting day to day plant, operational issues.

### Most challenging duties typically undertaken:

- Regular interaction user groups to ensure relevant communication occurs and positive relationships occur.
- Managing day to day operations of Swim Zone Matamata to ensure water quality and safety compliance.
- Managing staff and delivering internal training.

### Key relationship skills

<b>Key internal and/or external contacts</b>	<b>Nature of the contact most typical</b> <i>(e.g. courtesy, giving/receiving information, explaining things, liaising, advising, gaining cooperation, facilitating, influencing and persuading, resolving minor conflicts, mediating, negotiating, formal negotiation, supervising, leading.)</i>	<b>Frequency of interaction</b> D - daily W - weekly M - monthly
Public	<i>Courtesy, giving/receiving information, explaining things to people, clarifying needs influencing and persuading, resolving conflicts,</i>	D
Staff	<i>Giving and receiving information, explaining things to people liaising, advising, gaining cooperation, facilitating, influencing and persuading, resolving minor conflicts, mediating, negotiating, formal negotiation, managing, leading.)</i>	D
Managers	<i>Liaising, giving receiving information, negotiating, gaining cooperation, explaining things, advising</i>	W
Contractors	<i>Supervising courtesy, giving/receiving information, explaining things, liaising, advising</i>	W
User Groups	<i>courtesy, giving/receiving information, explaining things, liaising, advising, gaining cooperation, facilitating, influencing and persuading, resolving minor conflicts, mediating, negotiating, formal negotiation, supervising,</i>	D

Examples of the situations which require the use of the highest level of communication or influencing skills:

- Formal negotiation with user groups
- Coordinating swim school
- Communication associated H&S requirements for contractors.

Examples where the role co-ordinates or provides coaching or monitors the work of other people not reporting directly to the role (e.g. contractors)? Two examples, how often?



- User Groups
- Contractors
- Other managers

**Person specification**

This section is designed to capture the expertise required for the role at the 100% fully effective level. (This does not necessarily reflect what the current jobholder has.) This may be a combination of qualifications/experience, knowledge or equivalent level of learning through experience or key skills, attributes or job specific competencies.

Essential	Preferred
<p><b>Education and qualifications</b></p> <ul style="list-style-type: none"> <li>• National Certificate or Diploma qualification in a related field.</li> <li>• NZQA accredited in (name field) eg water reticulation, first aid, office management</li> </ul> <p><b>Knowledge and experience</b></p> <ul style="list-style-type: none"> <li>• At least 3 years practical experience in related field.</li> </ul>	<ul style="list-style-type: none"> <li>• National Certificate or Diploma qualification in aquatics or recreation or equivalent practical experience.</li> <li>• Water quality qualifications and or equivalent practical experience in a relevant field</li> </ul> <ul style="list-style-type: none"> <li>• Substantial experience in related field.</li> </ul>



## **Skills & Competencies**

- Commitment/Personal Accountability - Is self motivating and self managing. Follows through projects to completion. Has high standards of personal integrity and professionalism.
- Customer Focus - Makes customers & their needs a primary focus of their actions. Develops and sustains productive customer relationships. Understands customer service principles & practices. Presents a professional image, eg.dress code, behaviour, conduct
- Decisionmaking / Problem Solving - Is able to analyse and solve complex problems, form judgements and make decisions within known parameters. Can resolve conflict or differences of opinion.
- Leadership - Effectively plans, organises, leads and controls to achieve effective group outcomes. Staff are motivated and encouraged to achieve through mentoring, coaching, appraisal and development programmes.
- Time Management - Demonstrates personal effectiveness by taking responsibility for getting things done in ways that balance competing needs. Meets deadlines.
- Quality and Accuracy - Accomplishing tasks with concern for the standard produced; checking own or others' work to ensure accuracy, adherence to procedures and completeness. Improves processes as required.

## **Change to position description**

From time to time it may be necessary to consider changes in the position description in response to the changing nature of our work environment – including technological requirements or statutory changes. This position description may be reviewed as part of the preparation for performance planning for the annual performance cycle or as required.

---

Position holder

---

Date

