

# Position description

## Duty Manager Community Pools

### Our vision

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

### Our values



**He tangata, he tangata, he tangata**  
We put people at the heart of what we do



**Whakapai ake**  
We're always improving



**Mahi ngātahi**  
We collaborate



**Mana tiaki**  
We care for our places

To learn more about Wellington City Council visit [wellington.govt.nz](http://wellington.govt.nz)

### Role details

<b>Directorate</b>	Customer & Community	<b>Business unit</b>	Parks, Sport & Recreation
<b>Reports to</b>	Operations Manager	<b>Location</b>	

The purpose of the role is 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.

# What you'll do

Accountabilities	Responsibilities
Pool Lifeguarding	<ul style="list-style-type: none"> <li>• Carry out pool lifeguarding according to protocols and standards.</li> <li>• Identify and respond to emergencies according to Emergency Action Plans.</li> </ul>
Staff Management	<ul style="list-style-type: none"> <li>• Assist the Operations Manager with recruitment, selection, induction and training of facility operations staff.</li> <li>• Assist Operations Manager to maintain cost effective duty rosters, daily work schedules and facility procedures.</li> <li>• 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.</li> </ul>
Facility Presentation and Operational Equipment Management	<ul style="list-style-type: none"> <li>• Ensure that procedures and schedules for facility maintenance and presentation are established and carried out.</li> <li>• Monitor effectiveness of facility presentation procedures, in consultation with Operations Manager, make improvements where required.</li> <li>• Manage swim meets and events to a high standard, with regard to customer service, pool supervision and equipment set up and management.</li> </ul>
Administration	<ul style="list-style-type: none"> <li>• Carry out administration tasks requested by the Operations Manager or Community Pools Manager.</li> <li>• Maintain effective working knowledge of the administration of all operational and Facility programme services.</li> <li>• Process staff timesheets accurately.</li> </ul>
Compliance	<ul style="list-style-type: none"> <li>• Ensure all facility staff co-operate fully in meeting the health &amp; safety requirements of the facility.</li> <li>• Be familiar with and ensure operational activities comply with WCC standards.</li> <li>• Maintain and monitor water treatment levels and associated plant in accordance with national prescribed standards and procedures.</li> <li>• 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.</li> </ul>
Pool Supervision	<ul style="list-style-type: none"> <li>• Provide and maintain a high standard of professional pool Lifeguarding and safety for facility customers through effective supervision of facility operations staff.</li> </ul>
Customer Service	<ul style="list-style-type: none"> <li>• Provide clear and accurate information to customers about the facility services and programmes.</li> <li>• Provide effective customer care and consideration ensuring a positive, welcoming, helpful courteous manner at all times to all customers.</li> <li>• Proactively develop and maintain positive relationships with facility customers and user groups.</li> <li>• Encourage and respond positively to customer feedback, seeking assistance from Operations Managers when required.</li> <li>• Carry out customer service according to protocol and standards.</li> </ul>

Team Commitment	<ul style="list-style-type: none"> <li>• 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.</li> </ul>
Professional Development	<ul style="list-style-type: none"> <li>• Maintain personal levels of competence sufficient to lead and carry out emergency response to customers or fellow team members as required.</li> <li>• Attend all scheduled in-house training on request and assist Operations Manager with the delivery of in house training requirements.</li> </ul>
Develop and manage a highly effective team.	<ul style="list-style-type: none"> <li>• Show leadership in supporting the team to achieve the organisation’s vision and objectives.</li> <li>• Build and enhance the capability of the team.</li> <li>• Create and maintain a culture of high performance where personal development is valued.</li> <li>• Maintain high levels of staff motivation and teamwork with a focus on service standards, value for money, and continuous improvement.</li> </ul>
Leadership	<ul style="list-style-type: none"> <li>• Demonstrate leadership behaviours in all that you do, including inspiration; vision; courage and integrity.</li> <li>• Operate from a shared values base and positively role model and demonstrate behaviours and management practices consistent with those values.</li> <li>• Identify issues or risks to achieving business objectives and develop and implement mitigation strategies.</li> </ul>
Health and safety	<ul style="list-style-type: none"> <li>• Take responsibility for your work environment; identify hazards and risks to ensure they are addressed.</li> <li>• Celebrate and reward health and safety successes; challenge attitudes and behaviours that don’t support workplace safety.</li> </ul>

## Qualifications and experience

<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Pool Lifeguard Practicing Certificate</li> <li>• Water treatment experience</li> <li>• Pre Hospital Emergency Care certificate</li> </ul>
<b>Experience and knowledge</b>	<p>Strong demonstrable knowledge of and experience in:</p> <ul style="list-style-type: none"> <li>• Leading a team</li> <li>• Strong pool operational experience</li> <li>• Customer Service</li> </ul>

## Role dimensions

### Reports

<b>Direct reports</b>	Operational Staff	<b>Indirect reports</b>	Nil
<b>DFA Level</b>	Nil	<b>Budget</b>	Nil

### Key relationships

<b>Internal</b>	<ul style="list-style-type: none"> <li>• Community Pools Manager</li> <li>• Operations Manager</li> <li>• Facility staff</li> </ul>	<b>External</b>	<ul style="list-style-type: none"> <li>• Customers</li> <li>• Suppliers and Contractors</li> <li>• Other Parks Sport and Recreation staff</li> <li>• Industry organisations</li> </ul>
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### Ki Te Hoe – Core Capability Level

Thought Leader – Increasing focus on leading with Influence and shaping organisational Results through your specialist Expertise. For more details on the capabilities required for a Thought Leader check out our [core capability framework](#).

Last reviewed	June 2019
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## Overview of core capabilities

Category	Capability	Description
<b>Expertise</b>	Specialist expertise	Show technical expertise as required by your role.
<b>Decisions</b>	Analytical skills	Analyse information to solve problems and make decisions.
	Making our vision real	Support the Council to achieve its vision and priorities.
<b>Results</b>	Achievement drive	Show ambition and initiative, and take accountability.
	Performing and delivering	Plan and organise to deliver results and improve how work is done.
	Delegating	Achieve results by delegating and overseeing work.
	Customer engagement	Engage effectively with our customers to understand and respond to their perspectives and needs.
	Managing risk	Identify risks and take action to manage them.
	Health and safety	Identify risks to health, safety, and wellbeing, and take action to manage them.
<b>Influence</b>	Communicating	Communicate clearly, respectfully and with impact.
	Assertiveness	State your views plainly and resolve conflicts directly.
	Managing Performance	Bring out the best in others.
	Persuasiveness	Persuade and inspire others.
	Political acumen	Work effectively within the local government context.
	Enabling change	Lead change initiatives.
<b>People</b>	Connecting	Show empathy, listen actively and connect with others.
	Collaborating	Build relationships and work with others to achieve common goals.
	Building Teams	Develop collaborative and effective teams.
	Inclusiveness	Work inclusively with people from different backgrounds and with different abilities.
	Mātauranga Māori	Show knowledge of our Treaty obligations, te reo, tikanga, and kaupapa Māori.
	Developing self and others	Invest in your personal development and developing others.