

## Position Description

<b>POSITION</b>	: Pool Team Leader
<b>REPORTS TO</b>	: Aquatics Manager
<b>LOCATION</b>	: Cromwell Pool, Cromwell
<b>Direct Reports</b>	: 5-15

### Purpose

To manage the daily operation and maintenance of the Cromwell Pool and to maintain a safe and customer friendly environment at all times.

### Our Values

Our values embody the culture of the Central Otago District Council, how we behave and how decisions are made. They are built by staff, for staff, ensuring that all employees are on the same page so we can achieve and deliver our vision.

 **Be**  
**Respectful**

 **Work**  
**together**

 **Be**  
**courageous**



**Me manaaki tētahi ki tētahi, me  
pakihiwitahi te tū – kia haere tahi ai tātou**

Respect each other, stand shoulder to shoulder – so that we may travel on this journey together

### Principle Duties and Responsibilities

The Cromwell Pool Team Leader is responsible for:

Staff Supervisory and Team Liaison

- Provide effective supervision of lifeguard staff ensuring all public safety requirements are fully met.
- Undertake lifeguard duties as and when necessary or required by the Aquatics Manager.
- Attend training as required and remain current with water safety qualifications and regulations.
- Undertake monthly staff training and ongoing assessments to ensure staff retain their PLPC and other relevant qualifications within industry specified timeframes.
- Develop individual staff training plans in conjunction with Aquatics Manager.
- Undertake staff induction and ensure appropriate paperwork is recorded and supplied to the human resources department in a timely manner.

#### Customer Service

- Provide top customer service and meet customer enquiries.

#### Health and Safety

- Commit to organisational Health and Safety policies and guidelines defined by the Health and Safety at Work act 2015.

#### Operational Plant Management

- All daily and routine operational and maintenance requirements of the Cromwell Pool are carried out in an efficient and effective manner.
- Ensure routine maintenance and cleaning of the Cromwell Pool 's facilities are carried out to a high standard.
- Carry out administration tasks, including monthly roster preparation, reception banking, invoicing, bookings, timesheets and programme implementation for the facility.
- Undertake water testing in accordance with NZS 5826:2000, ensuring all pools are operated within required water quality standards.
- All activities are carried out to ensure retention of annual Pool Safe accreditation.
- Undertaker poolside lifeguarding duties as per roster.

#### Other

- Carry out other such duties as may be required from time to time by the Aquatics Manager.

### Key Result Areas

Key result areas have been identified to assist in formulating performance objectives. The duties are being carried out to a satisfactory standard when:

#### Staff Supervisory and Team Liaison

- Instructions are carried out promptly and efficiently.
- A happy and safe working environment is achieved where lifeguards and other pool staff can report that they enjoy working within the facility.
- Demonstrate appropriate leadership of staff, including when representing the facility.
- A friendly helpful and courteous attitude is evident at all times in the way in which the employee carries out his/her duties and relates to Centre or pool facility customers and user groups.
- Good working relationship with Central Swim School, other Council staff and contractors.
- Daily "stand-up" meetings are undertaken with rostered staff.
- Monthly Shift Leader meetings are held monthly.
- Full staff training sessions are programmed and held at least once a month.
- Staff computer skills and proficiency with applications are up to date.
- Regular one on one meetings are held with all direct reports.
- Lifeguards are performing their tasks to best practice standards.
- Timesheets are processed in a timely manner.
- Preparation of timesheets, banking records, booking, invoicing and stock control is carried out on a weekly basis.

#### Customer Service

- A high standard of customer satisfaction, safety and pool disciplines are maintained, at all times.
- Enquiries are answered and bookings made, efficiently and accurately in a friendly manner.
- Holiday programmes are prepared and promoted through appropriate channels

#### Health and Safety

- All incidents and accidents are reported and dealt with appropriately and all people follow health and safety requirements.
- Incidents are dealt with promptly and sensitively and all problems are reported immediately through Councils “Beware” data base.
- High standards are maintained to meet pool safety guidelines.
- Water testing carried out to meet water standards and appropriate action is taken when standards are not met.

#### Operational Plant Management

- All operational, repairs and maintenance and administration duties are carried out in a timely and efficient manner.
- All pools, pool surrounds, seating, dressing rooms, toilets, showers and other public areas and facilities are kept clean and tidy to a high standard.
- Rosters for staffing are developed in a timely manner.
- Contractors undertake appropriate documentation recording work as completed.
- Repairs and maintenance happen in a timely manner.
- Water tests meet the relevant water standards at all times.

#### Other

- Regular updates to the Aquatics Manager are carried out in a timely manner.

### **Delegations**

Makes decisions within the authority delegated by the Aquatics Manager or the Group Manager - Community Experiences.

### **Personal Qualities and Qualifications**

The Centre Team Leader should possess the following:

- Experience in the sports, recreation and leisure industries facility Management
- Have exceptional people management skills
- Have a proven track record in managing staff and building a positive team
- Have a high level of customer engagement and communication skills
- Exhibit personal attributes and behaviours e.g. friendliness, enthusiasm and professionalism that will encourage customers to have repeat visits to the pool centre or pool facility to enjoy the facilities
- Knowledge of pool plant would be advantage
- Be a competent swimmer and able to maintain a high standard of life-saving techniques

- Be prepared to undertake on-going training to obtain higher qualifications
- Excellent computer and administration skills
- Hold a current First Aid Certificate and a Pool Lifeguard Practising Certificate (or be able to obtain these within four weeks of employment)
- Registered Lifeguard assessor with Skills Active would be an advantage
- Water testing qualification to meet NZS 5826:2000

### **Experience/Knowledge**

- Understanding of the operation of pool mechanical, plumbing, water treatment and heating systems
- Administration skills
- Experience in aquatic recreation and programme implementation
- Rostering and managing staff

### **Specific Skills**

- Friendly engaging manner
- Good written and oral communication skills
- Time and people management/organisational skills
- Good interpersonal and customer service skills
- Ability to be flexible

<b>Relationships</b>
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#### **External**

All Pool users  
Contractors  
Neighbouring Pools  
Medical fraternity  
Schools

#### **Internal**

Chief Executive Officer  
Group Manager – Community Experience  
Aquatics Manager  
Swim School Coordinator and Staff