



Aligned Leisure

ABN 58 608 613 350 ACN 608 613 350
Swinburne Centre, Yarra Park, Richmond
PO Box 48 Richmond VIC 3121
alignedleisure.com.au

POSITION DESCRIPTION

POSITION TITLE:	Aquatics Vice Captain
EMPLOYER:	Aligned Leisure Pty Ltd
LOCATION:	WAVES Swim Centre
DEPARTMENT:	Aquatics
REPORTS TO:	WAVES Swim Centre Captain
DIRECT REPORTS:	Lifeguards, Café and Customer Experience staff
TYPE OF EMPLOYMENT:	Part Time / Full Time (tenured to 30 April 2020)
KEY RELATIONSHIPS:	Customers, members, Wodonga City Council, Lifesaving Victoria and other peak bodies as required.

ABOUT US:

Aligned Leisure is a 100% owned subsidiary company of the Richmond Football Club, established as a vehicle to manage the operations of Richmond's health, fitness, and leisure business activities.

Our programs and services are not about us, they are about our partners and they will always be in total alignment with the needs of the specific community that we are servicing. We deliver best value to our partners by aligning our programs and services with local Municipal Health and Wellbeing Plans that highlight unique key community priorities.

POSITION PURPOSE:

The Aquatics Vice Captain will support the Swim Centre Captain by providing leadership and direction to the lifeguard, café and customer experience team at the **WAVES Swim Centre Site**. They will ensure the teams are self-motivated to maintain a safe aquatic environment, along with the highest level of customer experience for all staff and customers. They will ensure the aquatic areas are maintained and presented in the highest possible manner to our customers.

Working with the Swim Centre Captain, the Aquatics Vice Captain will ensure the lifeguard team have the training to effectively supervise the aquatic spaces and act in the event of an emergency. The Aquatics Captain will support the Swim Centre Captain in managing pool water quality and maintenance of the pool plant and other aquatic area assets and equipment. They will ensure that any corrective actions taken are properly recorded and work with contractors as required. They will take pride in managing such an important community asset and ensure it is presented immaculately and maintained to the highest standards at all times.

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+ Relentless + United

The Aquatics Vice Captain position is a service focused role, and therefore must be available to work in line with busy patron attendance periods with a mixture of early morning, daytime, evening and weekend shifts; including Duty Captain shifts.

This position will work relentlessly to implement the Aligned Leisure purpose of CONNECTING TO THRIVE AND WIN, values of AWARE, DISCIPLINED, RELENTLESS and UNITED, and associated behaviours throughout the entire team.

KEY RESPONSIBILITIES:

1. Lifeguard, Café and Customer Experience team

- Supervision and direction for all members of the lifeguard, café and customer experience team.
- Setting of rosters within agreed annual budgets.
- Detailed and timely reporting of maintenance items to Swim Centre Captain as appropriate.
- Provide regular training and updated aquatic safety information to the lifeguard team, safe food handling information to the café team and membership / links information to the customer experience team.
- Ensure all reports, checklists and procedures are completed and signed off.

2. Daily operation of the appropriate WAVES Swim Centre

- Ensure the highest levels of cleanliness and presentation at all times, especially in areas such as the aquatic change rooms.
- Troubleshoot plant and equipment.
- Liaise with user groups and service delivery staff to direct, coordinate to ensure that the facility is set up for programs as required.
- Educate all staff on shift activities to ensure they are prepared to deliver the best possible service.
- Conduct regular internal and external facility walkthroughs demonstrating leadership and monitoring cleanliness, presentation, service quality and safety.
- Engage approved suppliers to undertake maintenance as required, minimising downtime.
- Detailed and timely reporting of maintenance items to Head of Facilities and Council as appropriate.
- Liaise with user groups and service delivery staff to direct and coordinate ensuring the facility is set up for programs as required.
- Staff leadership and supervision across the entire service delivery team.
- Ensure compliance to all shift checklists.
- Coordination of staff rosters, breaks and changes.
- Support staff to maximise sales opportunities for all programs and memberships.
- Assist staff to minimise wait times, especially at the front desk and on the phones.
- Ensure the facility opens on time and programs start on time.
- Transition facility management to the next Duty Captain or ready for the following day.
- Ensure all reports, checklists and procedures are completed and signed off.

3. Health and Safety of all staff and customers

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- Maintain an understanding of all relevant aspects of the Occupational Health and Safety and Environmental Management Systems.
- Implement and monitor compliance to policies and procedures.
- Implement and document hazard and environment inspections, risk assessments, risk controls and corrective actions.
- Ensure health and safety is discussed with all staff, on every shift.
- Oversee the evacuation the facility in accordance with procedures as required.
- Act as Chief Warden for the facility whilst on shift.
- Investigate all incidents and implement actions to prevent reoccurrence, maintaining written records.
- Risk assess work instructions to identify any hazards and act to rectify any identified risks.
- Ensure the dissemination of OHS, Risk and Environment information to staff relevant to their roles and responsibilities.
- Ensure all employees and contractors are inducted and receive regular training as required.

4. Outstanding service delivery to all customers and stakeholders

- Aligned Leisure will be renowned for delivering outstanding service and providing memorable experiences for our customers. In your role, you will be relentless in identifying these opportunities and you will always ask yourself “How would I want a member of my family treated in this situation?”
- All Aligned Leisure staff will understand and deliver on our customer charter and service promise.

5. Health and safety of all staff and customers

- Comply with all applicable policies and procedures.
- Act as Area Warden for the **WAVES Swim Centre**.
- Implement and document hazard and environment inspections, risk assessments, risk controls and corrective actions.
- Risk assess work instructions to identify any hazards and take action to rectify any identified risks.
- Ensure the dissemination of OHS, risk and environment information to staff relevant to their roles and responsibilities.

The Aquatics Vice Captain may from time to time be required to undertake other tasks as directed by the Swim Centre Captain.

ESSENTIAL QUALIFICATIONS AND EXPERIENCE:

- Current First Aid Certificate (Workplace Level 2).
- Current Pool Lifeguard Award.
- Current Defibrillators Certificate (PUAOPE010).
- Working with Children Check.
- Desirable: Pool Operation Certificate.
- Desirable: Food Safety Supervisors Certificate
- Desirable: Previous experience in customer service.

PERSONAL ATTRIBUTES:

- High level communication and consultation skills, including a commitment to open, honest, two-way and frequent communication.

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- Decision making skills, including the ability to consult and gather information, consider alternatives, communicate decisions and review outcomes in a timely manner.
- Disciplined to manage the varied components to this role.
- Relentless when it comes to exceeding targets and plans.
- Focused on the customer experience.
- The ability to provide coaching and mentoring to staff.
- Conflict resolution skills.
- The ability to delegate, empower and engage staff.
- A commitment to professionalism and accountability.
- Unquestionable ethics, integrity, values and behaviours

APPROVED: SHANE DUNNE

Chief Executive Officer, Aligned Leisure

1 June 2019

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