



Aligned Leisure

ACN 608 613 350

Swinburne Centre, Yarra Park, Richmond

PO Box 48 Richmond VIC 3121

alignedleisure.com.au

POSITION DESCRIPTION

POSITION TITLE:	Seasonal Koo Wee Rup Outdoor Pool Captain
EMPLOYER:	Aligned Leisure
LOCATION:	Koo Wee Rup Outdoor Pool
DEPARTMENT:	Facilities
REPORTS TO:	Head of Facilities
DIRECT REPORTS:	Casual staff on shift.
TYPE OF EMPLOYMENT:	Casual
KEY RELATIONSHIPS:	Cardinia Leadership Team, Cardinia Facilities team, casual staff teams, key user groups.

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:

This position will manage the day to day operations of the Koo Wee Rup Outdoor Pool throughout the operational season. They are ultimately responsible for the safety and experience of all staff and customers and the financial performance of the facility. They have the authority to make the necessary decisions to ensure the highest levels of safety and customer experience are maintained at all times.

They will be a visible leader of this important community facility throughout summer, take pride in managing such an important community asset and ensure it is presented immaculately and maintained to the highest standards at all times.

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.

Aware + Disciplined
+ Relentless + United

KEY RESPONSIBILITIES:

1. Management and operation of the Koo Wee Rup Outdoor Pool supported by the Head of Facilities

- Ensure the facilities are prepared in time for the summer season.
- Ensure the facilities are closed at the end of the season ensuring minimal stock remaining at end of season.
- Formulate rosters throughout the summer.
- Liaise with user groups and school groups of the Koo Wee Rup Outdoor Pool to drive participation ensuring that all operational plans align with important Council strategies and objectives.
- Point of contact for staff working within the facility.
- Manage stock control of kiosk, equipment and consumables.
- Management of staff day to day operations.
- Assist the Head of Facilities with staff training & induction processes.
- Compile data and information for monthly report to Head of Facilities on facility performance.

2. Daily operation of the Koo Wee Rup Outdoor Pool

- Conduct regular internal and external facility walkthroughs demonstrating leadership and monitoring cleanliness, presentation, service quality and safety.
- Ensure the highest levels of cleanliness and presentation at all times, especially in areas such as 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.
- Staff leadership and supervision across the entire service delivery team.
- Ensure compliance to all shift checklists.
- Coordination of staff rosters, breaks and changes.
- Educate all staff on shift activities to ensure they are prepared to deliver the best possible service.
- 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. Aquatic Supervision and Safety supported by the Head of Facilities

- Ensure aquatic supervision plans for all aquatic environments are followed and implemented correctly, to minimise the risk of drownings and injury and maximise customer satisfaction and enjoyment.
- Ensure all Duty Captains and Lifeguards are appropriately trained and managed to maximise customer enjoyment in a safe manner.
- Ensure aquatic facilities comply with all applicable legislation and guidelines in relation to aquatic supervision and safety.

4. Health and Safety of all staff and customers

- Maintain an understanding of all relevant aspects of the Occupational Health and Safety and Environmental Management Systems.
- Monitor and enforce compliance to policies and procedures.

- Implement and document hazard and environment inspections.
- Assist the Head of Facilities with 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.

5. 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.

The Koo Wee Rup Outdoor Pool Captain may from time to time be required to undertake other tasks as directed by the Head of Facilities. This position will also undertake regular Duty Captain and/or Lifeguard shifts and must be available to work throughout the operational period of the seasonal aquatic facilities.

ESSENTIAL QUALIFICATIONS AND EXPERIENCE:

- Current First Aid Certificate (Workplace Level 2).
- Current Pool Lifeguard Award.
- Current Defibrillators Certificate (PUAOPE010).
- Current Drivers Licence.
- Working with Children Check.

PERSONAL ATTRIBUTES:

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

**Aware + Disciplined
+ Relentless + United**

