



## 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](http://alignedleisure.com.au)

## POSITION DESCRIPTION

<b>POSITION TITLE:</b>	Swim Centre Captain (Wodonga WAVES or Lavington Swim Centre)
<b>EMPLOYER:</b>	Aligned Leisure Pty Ltd
<b>LOCATION:</b>	Wodonga WAVES or Lavington Swim Centre (Wodonga Sports and Leisure Centre outside of operational season)
<b>DEPARTMENT:</b>	Aquatics
<b>REPORTS TO:</b>	Head of Aquatics
<b>DIRECT REPORTS:</b>	Duty Captains, Lifeguards, Customer Experience Officers and Café Attendants
<b>TYPE OF EMPLOYMENT:</b>	Full Time permanent or tenured to 30 April 2021
<b>KEY RELATIONSHIPS:</b>	City of Wodonga and Albury City Council, major aquatic user groups

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### 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 your allocated Swim Centre (WAVES/Lavington) 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. Outside of the pool season, this position will work at the Wodonga Sports and Leisure Centre.

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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. Management and operation of the Swim Centre**

- Ensure the facility is prepared in time for the summer season.
- Ensure the facility is closed at the end of the season ensuring minimal stock remaining at end of season.
- Coordinate with the Albury WAVES and Lavington Swim Centre Captains and the WSLC Lifeguard Captain to formulate rosters throughout summer.
- Manage the financial performance of the facility, driving revenue opportunities.
- Detailed and timely reporting of maintenance items to Head of Facilities as appropriate.
- Point of contact for staff working within the facility.
- Manage stock control of kiosk, equipment and consumables.
- Manage staff day to day operations.
- Manage staff training and inductions.
- Provide monthly report to Assistant Leisure Manager on facility performance.
- Manage cash takings and daily banking processes.
- Manage food safety systems

### **2. Daily operation of the Swim Centre**

- 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.
- 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**

- 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.

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- 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.
- Oversee the evacuation of Wodonga WAVES or Lavington and in accordance with training.
- Act as Area Warden for Wodonga WAVES or Lavington.
- 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 Swim Centre Captain may from time to time be required to undertake other tasks as directed by the Assistant Leisure Manager.

#### **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: Previous experience in customer service.

#### **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.

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- Conflict resolution skills.
- The ability to delegate, empower and engage staff.
- A commitment to professionalism and accountability.
- Unquestionable ethics, integrity, values and behaviours

**APPROVED: TROY MYTTON**

Albury Wodonga Leisure Manager, Aligned Leisure

10 July 2020

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