



Aligned Leisure

ACN 608 613 350

Swinburne Centre, Yarra Park, Richmond

PO Box 48 Richmond VIC 3121

alignedleisure.com.au

POSITION DESCRIPTION

POSITION TITLE:	Facilities Captain – Seasonal Facilities
EMPLOYER:	Aligned Leisure
LOCATION:	Cardinia Leisure Seasonal Facilities
DEPARTMENT:	Facilities
REPORTS TO:	Head of Facilities
DIRECT REPORTS:	Casual staff on shift, Duty Captains, Lifeguards
TYPE OF EMPLOYMENT:	Casual
KEY RELATIONSHIPS:	Cardinia Leadership Team, Cardinia Facilities Team, Local 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 assist the designated Duty Captain's at each facility to manage the day to day operations of the facilities 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 closely with the Head of Facilities to help drive attendance growth, financial performance, and community connections. The position will assist the Head of Facilities to ensure overall compliance and the highest possible standards in all key deliverables for the seasonal facilities.

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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 Seasonal facilities supported by the Head of Facilities

- Assist in ensuring the seasonal facilities are prepared in time for the summer season.
- Assist the Head of Facilities with staff training & induction processes.
- Provide support to Pool Captain's to ensure the facilities are closed at the end of the season ensuring minimal stock remaining at end of season.
- Prepare rosters throughout the summer season through staff consultation
- Complete Riteq approvals daily
- Point of contact for staff working within the facility on rostered days on
- Assist in ensuring compliance from Duty Captain's in areas of; Banking & cash handling, facility check lists, Hazard ID inspections/ reporting
- Assist in overseeing cleaning performance and standards across facilities & develop strategies to ensure compliance from facility staff
- Assist in ensuring the designation pool captains are compliant in the management stock control of kiosk, merchandise, equipment and consumables.
- Assist in developing initiatives to drive staff performance and standards
- Compile data and information for monthly report to Head of Facilities on facility performance
- Track attendance figures and liaise with the Head of Facilities to develop strategies to drive attendance figures
- Complete all tasks as required of a Duty Captain during service shifts.

2. Community Impact & Engagement

- Assist in developing strategies & initiatives to increase the seasonal facilities social media presence
- Establish relationships and partnerships with community user groups to drive attendance figures.
- Coordinate economically viable events with a focus on community engagement.

3. Aquatic Supervision and Safety supported by the Head of Facilities

- Work with the Head of Facilities to 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.
- Work with the Head of Facilities to ensure all Duty Captains and Lifeguards are appropriately trained and managed to maximise customer enjoyment in a safe manner.
- Work with the Head of Facilities to 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.

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- Oversee facilities reporting systems and ensure compliance in incident reporting and investigation processes in consultation with the Head of Facilities.
- Assist the Head of Facilities with risk assessments, risk controls and corrective actions.

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

APPROVED:

DATE:

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