

Duty Manager – Broome Recreation & Aquatic

Classification:	Level D5 – D10
Agreement:	Shire of Broome Inside Enterprise Bargaining Agreement
Department:	Community Facilities
Directorate:	Corporate Services
Location:	BRAC
Date reviewed:	June 2023
Approved by:	Manager Community Facilities

Commitment to the Shire

Our Vision for the Shire of Broome

A future, for everyone.

Our Aspirations

To achieve our vision, we have four supporting aspirations. Our aspirations align with our core pillars – people, place, prosperity and performance. These pillars are interrelated, and each must be satisfied to deliver excellent quality of life in Broome.

<i>People</i>	We will continue to enjoy Broome-time, our special way of life. It's laid-back but bursting with energy, inclusive, safe and healthy, for everyone.
<i>Place</i>	We will grow and develop responsibly, caring for our natural, cultural and built heritage, for everyone.
<i>Prosperity</i>	Together, we will build a strong, diversified and growing economy with work opportunities, for everyone.
<i>Performance</i>	We will deliver excellent governance, service and value, for everyone.

Our Values

We live by Broome's PEARLS. These are the values and behaviours that the Shire of Broome and the local community cares deeply about. We always strive to be:

<i>Proactive for Everyone</i>	Proactive, forward thinking, open-minded and innovative. for Everyone; inclusive and welcoming of all people.
<i>Accountable</i>	Accountable, transparent and ethical.
<i>Respectful</i>	Respectful of everyone and everything.
<i>Listening</i>	Listening to people's needs and ideas; community focused.
<i>Sustainable</i>	Sustainable, aiming to meet present needs without compromising the ability for future generations to meet their needs.

Position Purposes and Objectives

- Assist BRAC management with timely and effective delivery of services and support to obtain the highest level of Customer Service and safety.
- To ensure the Broome Recreation and Aquatic Centre operates within the Department of Health's Code of Practice for the Design, Management, and Maintenance of Aquatic Facilities and the Royal Life Saving Society "Guidelines for safe pool operations".
- Work in cooperation with Centre staff to ensure the overall development and success of the BRAC.

Position Key Responsibilities and Duties

Daily Operations

- Perform pool water testing and undertake actions to rectify any water balance issues identified.
- Undertake plant operations and chemical dosage when required.
- Supervise customer service officers, pool lifeguards and facility assistants to achieve effective day to day operations.
- Assist BRAC Management with providing sporting programs and leisure services to patrons.
- Life guarding duties in aquatic areas.
- Coordinate cleaning and set up / removal of sporting equipment and areas for sporting programs.
- Opening and closing of Centre as required.
- Maintain a safe workplace.

Administration

- Plan, set up and coordinate sporting programs in conjunction with BRAC Management.
- Attend to reception, kiosk, and sporting areas as and when required.
- Attend to queries and liaise with all users of the Centre.
- Answer telephone queries with booking, facility, and program information.
- Cash handling, daily banking and till reconciliation.
- Attend team meetings.

Customer Service

- Provide assistance with counter and telephone routine enquiries.
- Liaise with BRAC Management concerning any matter relevant to the good order and management of the Centre.
- Reception duties, when required.
- Assist in continual improvement processes.

Other

- Other duties as requested by BRAC management.
- Assist with food and beverage areas as necessary.
- Assist in Crèche when required.
- Rubbish collection and removal.

Organisational Responsibilities

Human Resource Management

- Provide leadership to and manage the development of staff according to both personnel and organisational requirements.
- Assess the team's competencies and ensure skill bases meet requirement for achieving strategic and service delivery plans.
- Ensure Annual Performance Reviews are completed on time and within the bounds of Shire Performance Review Policy.
- Oversee the recruitment and selection process in conjunction with management and Human Resources.

Occupational Health & Safety

- Comply with all statutory obligations, including the Local Government, Equal Employment Opportunity (EEO), Organisational Risk Management and current OSH Acts, regulations and code of practice
- Demonstrate safety leadership as a priority and seek guidance for all new or modified work practices
- Not willfully place at risk the health or safety of any person in the workplace
- Ensure safety is an agenda item at meetings
- Attendance at OSH Committee if requested.
- Complete safety observation's and ensure that any hazardous conditions, near misses and injuries are reported immediately and closed out in a timely manner
- Participate in incident investigations

Compliance:

- Ensure compliance with relevant legislation, policies and procedures.
- Ensure all documentation is appropriately recorded and stored.
- Ensure compliance with software licence requirements.
- Ensure compliance with the *State Records Act 2000* by ensuring corporate documents are recorded in the Shire's Record Management System.
- Carry out duties in accordance with the Shire's Code of Conduct, relevant legislation, policies, procedures and guidelines.

Budget:

- The incumbent will have responsibility and authority for the prudent management and achievement of adopted budgeted funds and project and strategic outcomes in agreement with the Manager Community Facilities.

Organisational:

- To develop and review policies and procedures.
- To review and update or implement system improvements
- Ensure reporting activities are provided to the Council and the Executive.
- Oversee and report on financial and costing reporting as required as part of the budgetary process.
- To contribute to the efficient and effective delivery of Council services.

Organisational Relationship/Context

Reports to: Operations Supervisor
Supervises: Customer Service Officer
Facility Assistant
Pool Lifeguard

Internal Contacts: Other BRAC staff
Other Shire Staff

External Contacts: Customers/General Public
Performance Review: Probation period – first three months of employment
Performance Appraisal conducted annually

Key Selection Criteria

Essential:

- Demonstrated knowledge and experience in water chemistry and water testing techniques.
- Demonstrated knowledge and experience in aquatic facility plant operations.
- Demonstrated ability to effectively communicate with members of the public.
- Demonstrated knowledge of workplace WH&S requirements.
- Demonstrated excellent customer service skills.
- Effective organisational skills.
- Sound computer, numeracy, and written skills.
- Basic knowledge of Sport and Recreation programs.
- Knowledge of basic hygiene and food preparation principles.
- Previous supervisory experience.
- Cash handling experience.

Qualifications and/or Training:

- Possession of current Senior First Aid certificate (essential)
- Possession of a current Pool Operations certificate (essential)
- Possession of current Pool Lifeguard certificate (essential)
- Working with Children Check
- Police Clearance
 - To be valid within last three months – It is a requirement of this position for an applicant to provide a National Police Certificate. This certificate remains the property of the applicant; however, a notation of sighting the original certificate will be kept on the employee's personal file.
 - Western Australian Applicants are to provide a National Police Certificate via WA Police. Interstate applicants are required to provide a Federal Police Certificate via the Australian Federal Police.

Desirable:

- Previous experience within leisure industry
- Working knowledge of local area