

POSITION DESCRIPTION

Position: Team Leader Clive Pools

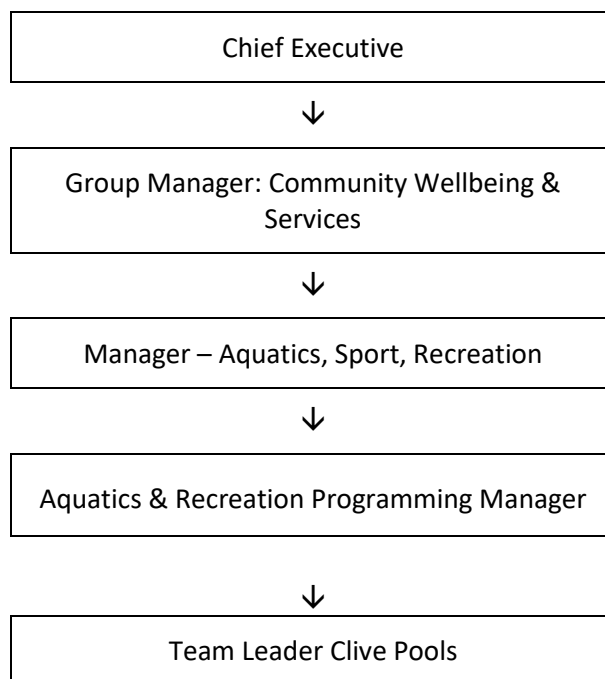
Team: Aquatics, Sport, Recreation

Group: Community Wellbeing & Services

Responsible To: Manager – Aquatics, Sport, Recreation

Responsible For:

Organisational Context:



Tirohanga Whānui - Council's Vision for the Community

Heretaunga Whenua Houkura, Heretaunga Hapori Ora

Fertile Land, Prosperous People

Kaupapa Mātāmua - Our Organisational Mission

E mahi ngātahi ana hei painga mō te iwi me te kāinga, i tēnei rā, āpōpō hoki

Working for our people and our place, today and tomorrow

Ngā Uara – Our Values

Te Mahi Tahi - Working Together

- We work collaboratively
- We are flexible and creative
- We celebrate our successes and have fun

Mana Tangata - Respecting Others

- We are inclusive
- We are honest and reliable
- We act with integrity and professionalism

Te Whakaaweawe - Making a Difference

- We strive for excellence
- We are all accountable
- We serve our community with pride

Oranga Tangata - Supporting Wellbeing

- We encourage life balance
- We care for our work whanau
- We bring a positive attitude

Working Effectively with Māori

Hastings District Council aspires to a kaitiakitanga conducted in good faith at all times with respect to the aspirations and expectations of Maori. We accept our privileged role and responsibility of holding and protecting the Treaty of Waitangi / Te Tiriti o Waitangi.

Context

Our vision for the Hastings District represents the foundations of our community: land and people. We are focused on protecting and enhancing our fertile land and the life-giving waters which support it, and helping the people of this place to fulfil their aspirations and prosper together.

Across the local government Community Wellbeings, we are seeking:

- Economic - a sufficient and supportive economy
- Environmental - a healthy environment and people
- Social – a safe and inclusive place
- Cultural – a vibrant place to live, play and visit.

The Hastings District Council organisation emphasises capabilities such as working together, a can-do attitude, a spirit of service, enabling, community engagement and partnership development alongside traditionally valued technical and management skills and capabilities. Excellence in performance from the organisation as a whole and from individuals is needed.

Purpose of Position

This role is part of the Community Wellbeing and Services Group. The Group includes Aquatics and Splash Planet, Hastings Sports Centre, Camberley Community Centre, Flaxmere Community Centre, Hastings District Libraries, Te Whare Waiaroha, Security, Senior Housing, Community Development, Youth Development, Community Safety, Welcoming Communities, Community Grants, Hastings City Art Gallery and Toitoti.

The purpose of this position is responsible for the day-to-day operations of the Clive War Memorial Pool facility under the guidance of the Aquatics, Sport and Recreation Leadership team and overseeing the Duty Lifeguards and casual staff by:

- Rostering of staff
- Ensuring all staff on shift/s are appropriately resourced and competent to undertake their tasks.
- Monitor breaks and roles of each staff member including cleaning and lifeguarding duties across both facilities
- Supervise staff, communicate regularly, provide hands on training and mentor them in all areas of their roles
- Training and developing of lifeguards
- Be the first point of contact between staff and manager
- Lifeguarding when required
- Ensuring water quality standards are maintained in accordance with NZ Standard 5826:2010 (Pool Water Quality Standard) requirements.
- Ensure all hazardous substances are stored and handled in accordance with the Health and Safety at Work (Hazardous Substances) Regulations 2017
- Undertaking water quality tests and dosing when required
- Ordering and maintaining of cleaning products, hazardous substances and stock items
- Monitoring and ordering of stock liaising with service leads to ensure efficient and proper management of this area.
- Banking is carried out as per Council policies and procedures

Other

- We all have responsibility for Health and Safety, therefore the staff member in this role shall:
 - Ensure compliance with the provisions of the Health and Safety at Work Act 2015, and all applicable regulations, Codes of Practice, standards and guidelines.
 - Observe all occupational safety and health policies, procedures and rules stated by Council which are pertinent to the duties carried out by the officer in this position and in all operational areas of the organisation.
 - Promptly and accurately report and record any workplace injuries and incidents.
- Civil defence activities as required. Local government is responsible for looking after communities in the event of a Civil Defence situation. This means that once you have ensured

the safety of your family and property, you may need to assist with civil defence or critical incident management.

- Council has an Employee Handbook which includes a Code of Conduct – staff are expected to comply, along with all other organisational policies and procedures.
- Such other duties as may be allocated by the manager from time to time.

Key work areas for which this position will have responsibility are:

Operations Management

- In collaboration with key Aquatics, Sports and Recreation staff ensure:
 - standard operating procedures are in place for all plant and equipment and that regular monitoring and adjustment occurs, as required
 - water testing to NZS 5826:2010 standards is undertaken, and accurate records are maintained
 - regular servicing, repairs and maintenance of plant and equipment, action breakdowns, and complete maintenance registers is undertaken
 - effective, efficient, and profitable management of any food and merchandising activities
- Staff rosters are developed that balance needs of the business in terms of customer service and budgetary constraints
- Banking and cash handling policies are in place, implemented and adhered to
- Ensure operational costs are kept to a minimum and within budget
- Identify any issues, opportunities, and areas for improvement in relation to the facility's operation.
- Contribute to the effective marketing and promotion of Aquatics Hastings to the wider community
- Creating a safe, supportive team environment that fosters and develops effective working relationships and encourages the highest levels of performance by team members
- Maintaining a high level of customer service by ensuring adequate staffing levels, to achieve this it is expected that this role will, at times provide hands on assistance during peak times and staff shortages. Team members are fully aware and trained in their day-to-day responsibilities, including customer service requirements, SOPs and Health and Safety practices and procedures.

Seasonal Facility Management

This role maybe called upon to assist with the management of seasonal operations

Policy and Procedures

The development and maintenance of Standard Operating Procedures is the responsibility of the functional manager/team leader, who will work collaboratively with the Aquatics Compliance and Training Coordinator whose oversight will ensure there is consistency and compliance across the team.

This role will have oversight of:

- The development and maintenance of Standard Operating Procedures for the given area ensuring they are done in liaison with the Training and Compliance Coordinator and the Council's Health, Safety and Wellbeing team where appropriate, ensuring standardisation across the Aquatics, Sports and Recreation team.

- Provision of Standard Operating Procedure training for site admin team members, team leaders, and retail services staff.
- Provision of on-the-job supervision for employees. Ensuring that the Standard Operating Procedures are adhered to.
- Ensuring that HDC cash handling policy is adhered to through all local processes.
- Oversight of departmental financial compliance, seeking to continuously reduce risk of financial fraud through staff training and regular compliance review of Council policies and procedures
- Audit and oversee to ensure Best Practices are followed and adhered to by all site admin.

Staff Management

- Manage the recruitment and selection of employees adhering to procedures and system processes
- Create a safe, supportive team environment that fosters and develops effective working relationships and encourages the highest levels of performance by team members
- Manage team members in accordance with good employer practices and Council staffing policies and agreements
- Team members are fully aware and trained in their day to day responsibilities, including customer service requirements, and Health and Safety practices and procedures.
- Set and monitor performance goals.
- Actively contribute to the health, safety, and wellbeing through working safely, taking responsibility for keeping self and colleagues free from harm, reporting all incidents and hazards promptly and knowing what to do in the event of an emergency.

Asset Management

- Support the Manager - Aquatics, Sports & Recreation, Maintenance & Engineering Manager, and Building Assets team to ensure any capital and maintenance programmes are well delivered.
- Ensuring the facilities are clean and presentable for users

Financial Management

- Support the Manager - Aquatics, Sports & Recreation and System, Admin and Retail Team Leader with financial management requirements
- Providing explanations of variances, when requested
- Controlling expenditure and work within set budget
- Ensuring system financial processes are completed

Security

- Ensure all keys, locks and alarms systems are accounted for and managed in a proactive and professional way.
- Ensuring that cash handling/ finance procedures are followed
- Working with security services and Kaitiaki on access control and entry experience at facilities.

Professional Development

- Maintaining personal levels of competence in life saving techniques, sufficient to assist any member of the public experiencing difficulties, and to perform an assisted rescue in water, if necessary.
- Monitoring, assessing, and completing certificates for participants, to ensure they are

being taught to the correct level.

- Complying with all Health and Safety policies, procedures and rules and ensuring the accurate reporting and recording of all workplace injuries and incidents.
- Remain current with learn to swim trends and techniques by way of education courses through either Swimming New Zealand or equivalent.

Important Functional Relationships

<u>External</u>	<u>Internal</u>	<u>Committees/Groups</u>
Public	Group Manager Community	
Aquatics sporting clubs	Facilities & Programmes	
Suppliers	Community Facilities	
Contractors	Manager	
	Aquatics Manager -	
	Flaxmere & Frimley Pools	
	Flaxmere Waterworld Pool	
	Frimley Aquatic Centre	
	Health & Safety Team	
	Village Pool	
	Splash Planet	
	Other HDC Staff	

Person Specification

Qualifications

- National Pool Lifeguard Award (Desired)
- Swimming New Zealand Swim Teacher Award or equivalent
- National Certificate in Sport & Recreation Level 3 Aquatics (Swim Ed)
- Comprehensive First Aid Certificate (Desired)
- Pool Water Treatment and Operations Qualifications, including:
 - US 25982 – Demonstrate knowledge in microbiology and perform calculations relevant to water quality in a public pool.
 - US 25981 – Manage water quality in a basic public pool.
 - US 25980 – Manage water quality in a complex public pool
- Certified Handler Qualification - as required under the Health and Safety at Work (Hazardous Substances) Regulations 2017

Knowledge/Experience

- Aquatics Facility management (desirable)
- Experience in a high-quality customer service environment
- Swim instructor or coaching experience

- Experienced in managing conflicting work priorities
- Proficiency with computers, system administration
- Experienced user of Microsoft office products
- Emergency response
- Team leader or entry level management

Key Personal Competencies

- Ability to handle multiple tasks, work under pressure and prioritize work to meet deadlines
- Excellent time management and organizational skills
- Proven ability to adapt and deal effectively with changing priorities and requirements
- A logical and enthusiastic approach to systems and processes
- Highly motivated, reliable and flexible
- Able to work independently and as a member of a team
- Take responsibility for assigned tasks and ensure they are completed correctly the first time
- Work safely at all times
- Supervise and ensure safe, fun use of the aquatic facility
- Perform water rescues and first aid
- Competently use all resuscitation and first aid equipment held on site
- Engage visitors and guide them towards safe and friendly behaviour
- Engage visitors and add value to their stay by giving accurate information and helping them with their needs

Personal Attributes

- A commitment to providing quality services both internally and externally.
- Ability to share knowledge in an open and appropriate manner.
- Well organised, consistently accurate and competent.
- Reliable & committed to high standard of performance.
- Pro-active - Prepared to look for solutions and improvement opportunities.
- Good interpersonal skills, able to communicate effectively with a wide range of staff/public and other relevant organisations where required.
- Calm, collected, self-motivated, and adaptable.
- Courteous friendly personality with a sense of humour.
- Honest and well presented.
- Able to work under pressure with minimal supervision and display sound judgement.

- Ability to work effectively as a team member and contribute to the team's success.
- Can do attitude
- Flexibility around hours and days, including either early or late shifts