

Position Description

Position Title:	Supervisor
Reports To:	Team Leader – Aquatic Operations
Responsible For:	N/A
Group and Team:	Community Spaces and Places – Aquatic Services
Children's Worker:	Yes (Core)
Delegations and Budget Responsibilities:	As per Delegations Register

Purpose

To ensure the constant supervision of users of the facility to ensure their experience is safe and enjoyable, and implement the daily programme at Splash Palace. Oversee and delegate tasks to Senior Lifeguards and Lifeguards, and ensuring that all assigned duties are carried out to a satisfactory level. You will have sole charge of the facility in relation to customer incidents or complaints in absence of management, including any necessary changes to day-to-day programme activities. You are also responsible for ensuring the facility is kept to a high level of cleanliness and tidy presentation, contributing to a high level of overall customer satisfaction, safety and value for money.

Key Relationships

External to Council

- Clients/public.
- Community groups and organisations.
- Other local and regional authorities.
- Outside agencies including Government departments.
- Professional organisations.

Within Council

- Other team members in your Department/Group.
- Other Invercargill City Council employees.
- Elected Representatives.
- Executive Leadership Team.

Our Compass Values and Behaviours

Responsibility

Take ownership of decisions and outcomes, both collectively and individually.

- We willingly share our knowledge.
- We acknowledge our mistakes, work to resolve them and learn from them.
- We give and receive feedback in a constructive manner to resolve issues.
- We do our job with total commitment.

Respect

Everyone is important, as are their views.

- We support and care for each other.
- We stop to listen, learn and understand.
- We communicate in an honest, up-front, and considerate manner.
- We maintain confidences and avoid hurtful gossip.

Above and Beyond

Take opportunities to go the extra mile.

- We take the initiative to improve our work practices to get the best result.
- We challenge ourselves and each other to make it better.
- We take pride in providing the best possible outcomes.
- We are ambassadors for our Council at all times.

Positivity

Always look on the bright side of life.

- We are approachable, interested and friendly.
- We are open and receptive to change.
- We acknowledge and praise the efforts of others.
- We work together as a team to get the job done.

What You Will Do *(provided as a guide only)*

Opening and Closing the Facility

- Delegate to poolside staff a number of duties or tasks relating to the opening or closing procedures of the facility, as detailed in the Normal Operating Procedure (NOP).
- Ensure the opening of the facility for the day ahead, including turning the equipment and facilities on, completing an egress check of all entries and exits to the facility, and opening the tills.
- Perform reception duties for early-morning users, before reception staff start for the day, and provide assistance to receptionists cashing up at the end of the day.
- Ensure the setup of the pool is complete, according to the daily programme sheet provided by the Team Leader – Aquatic Operations.
- Complete morning or evening cleaning as per the schedule to ensure the clean and tidy presentation of our facility.
- Ensure all staff have arrived as per the roster, and arrange alternative cover for unplanned staff absences, and report this to the Team Leader – Aquatic Operations

Supervision of Pool

- Ensure Lifeguards are providing constant supervision of pools, including rotating staff as per the pool's policies and NOP's, to ensure the safety and wellbeing of all customers and staff.
- Supervise our pool users, using available areas and rotations to provide constant supervision of our facilities.
- Uphold our Pool Rules by communicating with pool users where necessary to align their actions or behaviours to our rules, setting an example for other poolside staff to do the same.
- Ensure compliance with our under five / under seven guidelines, to ensure the safety of young children using our facility.
- Supervise the training or buddy system for new starters on poolside, working with them toward achieving their Pool Lifeguard Skills Award (PLSA) and eventually Pool Lifeguard Practicing Certificate (PLPC).
- Work with the Team Leader – Aquatic Operations to ensure staff rotations and pool supervision meets Pool Safe standards and other industry best practice or guidelines, and is consistent with our NOP's.
- Manage customer enquiries or complaints fairly, and taking available action to remedy concerns in absence of management, or escalate to Team Leader – Aquatic Operations where required.

Facility Activities and Operations

- Ensure the delivery of safe and effective aquatic operations, including the daily programme.
- Monitor the setup of the pool spaces to ensure the appropriate setup for the activities or programmes for the day, according to the day sheet provided by the Team Leader – Aquatic Operations.
- Identify any day-to-day changes required to pool activities in consultation with Team Leader – Aquatic Operations, and make required changes to the daily programme, including where possible accommodating extra unplanned activities.
- Work with the Team Leader – Aquatic Operations to ensure the appropriate number of staff are rostered for planned programmes or activities, for example during school holidays or special events.
- Be an active member of the supervisors meeting, working with the Team Leader – Aquatic Operations.
- Direct Lifeguards or Senior Lifeguards to clean or tidy areas according to the cleaning schedule to ensure pools, pool surrounds, seating, dressing rooms, toilets, showers, staff room and store rooms are clean and tidy to a satisfactory level.

- Ensure contamination incidents are responded to promptly, efficiently and effectively in accordance with pools procedures and policies.
- Ensure pool water testing is completed regularly according to procedures and NZS5826:2010 standards.
- Report any unusual or unexpected water testing results to the Facilities Maintenance Technician where necessary.
- Contribute to the continuous improvement of pools processes and procedures in relation to pools activities and operations for the improved safety and enjoyment of our customers.

Lifeguard Supervision and Delegation

- Provide effective supervision of Senior Lifeguards and Lifeguards to ensure they feel well supported and guidance is provided to support their development.
- Effectively delegate work tasks to Senior Lifeguards or Lifeguards as required.
- Set clear and realistic goals, particularly with regard to what is required and the expected outcomes of delegated tasks.
- Resolve problems of a routine nature sensibly and based on experience, and if no resolution is found escalate to management.
- Model appropriate behaviour and recognise and acknowledge the efforts of others including giving praise where it is due, and act as a mentor providing assistance and guidance to other poolside staff sharing your knowledge and experience to support their professional development.
- Concerns relating to the performance of team members are raised promptly with line managers so that an appropriate support/development plan can be put in place.

Incident/Accident Response

- Determine an appropriate response for any incident or accident, and using training and experience make a judgement as whether to activate a full or partial Emergency Action Plan (EAP).
- Run the EAP, to ensure an appropriate response to incidents or accidents, including delegating responsibilities to poolside staff in doing so.
- Take sole charge of any incident response or complaint, and make decisions relating to available remedial action in absence of management.
- Ensure the completion of the post incident/accident response procedure, to ensure the timely reporting to health and safety, and ongoing review of the safety procedures and responses in our facility.

Note: Specific performance measures for this position will be discussed between you and your manager through the performance development plan process.

What You Will Bring

The below qualities, knowledge and skills are the key focus for this role and are used to assess an applicant's suitability for the role and the incumbent's performance in the role.

Education and Qualifications

Essential:

National Lifeguard Award – Level 3
First Aid Certificate

Desirable:

National Lifeguard Award – Level 4

Knowledge, Skills and Experience

Essential:

A minimum of three years lifeguarding experience
Competent and confident swimmer and, on an ongoing basis, able to maintain at the National Lifeguard Award (Level 3)
Demonstrated experience in supervision of staff
Ability to solve problems and multi task

Desirable:

The ability to teach others
Demonstrated experience in customer relations and communication skills
Experience with online rostering systems and software

Agreement

Employee

Name

Sign

Date

Manager

Name

Sign

Date

Note: From time to time it may be necessary to consider changes in the position description in response to the changing nature of the work environment, which includes technological and statutory change. Such changes may be considered as part of the performance development review process or as required.

What We All Do

Customer Commitment

Treat customers with respect – taking the time to listen, learn and understand.
Present a positive image of Council by ensuring an efficient, courteous and professional service to customers at all times.
Acknowledge problems and complaints, identifying and promptly acting on solutions.

Continuous Improvement

Evaluate and review work practices and processes within all areas of responsibility to ensure that they are effective and efficient and implement improvements where appropriate.
Identify and propose additional business or service opportunities that enhance Council's existing capabilities.

Health, Safety and Well-being

Promote a safe and sound working environment and a culture of safe and responsible behaviours and attitudes.
Adhere to Health, Safety and Well-being policies and procedures, enabling a safe and healthy work environment for all workers and members of the public.

Civil Defence Emergency Management

Assist Council in preparing for and responding to an emergency.
After establishing the safety of members of your household, you may be assigned duties to assist Council and/or Emergency Management Southland in an emergency.

Other Duties

Undertake duties from time to time that may be in addition to those outlined but which fall within your capabilities and experience.