

## Position Description

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| <b>Position Title:</b>                          | <b>Team Leader – Aquatic Operations</b>        |
| <b>Reports To:</b>                              | Manager – Aquatic Services                     |
| <b>Responsible For:</b>                         | 50 Direct reports                              |
| <b>Group and Team:</b>                          | Community Spaces and Places – Aquatic Services |
| <b>Children’s Worker:</b>                       | Yes (Non-core)                                 |
| <b>Delegations and Budget Responsibilities:</b> | As per Delegations Register                    |

### Purpose

To supervise, train and manage the rostering of lifeguards. Maintaining a high standard of customer service and customer safety at all times, monitoring/maintaining pool supervision standards, and ensuring the cleanliness and tidiness of the facility. This includes rostering and maintaining effective rotation procedures, and the development and implementation of training and induction programs.

### 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)*

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### **Team Leadership**

- Lead, coach and motivate team members, promoting employee engagement with constructive feedback, openness, acknowledgement and trust.
- Encourage a workplace culture of shared ideas, problem solving and mutual support within and across teams that empowers others to achieve results that are responsive, business like, well planned, safe and successful.
- Create a team culture, supported by processes and practice, that views health, safety and wellbeing as a critical element of business as usual.
- Supervise team member performance and ensure the effective delegation of work tasks.
- Work alongside management to ensure that the annual performance development is carried out in accordance with Council's Performance and Remuneration Framework.
- Promptly raise concerns relating to the performance of team members with management so that an appropriate support/development plan can be put in place.
- Alongside management, work within the financial activities and budgets under your control in accordance with Council guidelines, timelines and delegated responsibilities.

### **Aquatic Facility Operations**

- Take an active role in overseeing day to day operation of the facility, in conjunction with the manager and in liaison with other team leaders and staff to ensure the smooth and safe operation of the facility.
- Ensure staff follow procedures to minimise customer accidents. All public accidents and incidents are reported correctly and major accidents and incidents are reported to the manager.
- Ensure poolside water testing is being carried out at prescribed times and abnormalities are reported immediately.
- Ensure aquatic facilities are maintained in a clean and tidy condition to meet customer satisfaction standards.
- Support the Supervisors to ensure the effectiveness of poolside rotation procedures by providing guidance or advice, to ensure poolside rotations meet aquatic facility supervision standards, providing a high level of customer safety and experience.

### **Rostering**

- Liaise with the Booking and Events Administrator regarding the daily programme and bookings to ensure appropriate rostering of staff.
- Produce Lifeguard rosters at least two weeks in advance, ensuring the continuous supervision of pool users and the surrounding environment.
- Ensure staff fill in correct leave forms when requesting leave.
- Find cover for annual leave and sick leave, and where necessary, make recommendations to the manager regarding the essential number of staff required to operate safely.
- Liaise with Supervisors regarding the implementation of the daily bookings and holiday programmes to ensure the roster meets the requirements for safe and efficient operation of our facility, including staffing planned programme activities.
- Work with the Supervisors, identify and implement any necessary changes to the daily bookings or holiday programme roster, finding additional or alternative staff cover, and making changes to staff rotations where required.

### **Staff Training**

- Ensure comprehensive training is provided for staff relevant to their role, including refresher training as required, according to industry regulations.

- Keep up to date records of staff training to ensure all Lifeguards hold a current First Aid certificate and Lifeguard Award.
- Maintain a comprehensive up to date Lifeguard Training Manual, review the manual on a regular basis to ensure it remains up to date and any changes to industry standards adopted and implemented.
- Develop a Lifeguard Training Program that consists of all essential skills required for the National Pool Lifeguard Qualification and Pool Safe requirements.
- Maintain the Lifeguard training programme, ensuring it is fit for purpose both for new starters, and for the ongoing professional development of existing staff, making changes to the programme to reflect organisational needs and changes to regulations or standards.
- Carry out new-starter inductions and the buddy-system for new Supervisors, Senior Lifeguards and Lifeguards, on-boarding our new staff through the initial training period to complete their National Pool Lifeguard Award, and get up to speed with NOP's.
- Complete the required PoolSafe assessments for Pool Lifeguard Skills Awards (PLSA) and Pool Lifeguard Practicing Certificate (PLPC), record results, and report any unexpected outcomes to the manager.
- Maintain our training records, including inductions and on-boarding, PLPC qualifications, and any revalidation training information for inclusion in our annual PoolSafe assessment.
- Ensure Supervisors complete monthly refresher training and weekly swim training, and pre-term holiday refresher training is arranged for Lifeguards to maintain Lifeguard Awards.
- Keep all training records up to date and review these on a regular basis to ensure refresher training is provided where needed, including specific training opportunities to the manager where identified.
- Consult with Supervisors and Senior Lifeguards regarding any suggested changes to procedures, and support them to communicate and train other poolside staff in updated procedures.
- Ensure Supervisors understand their responsibilities under various operational procedures (NOPs) to ensure they take the lead in delivering an efficient and safe environment for our pool users, and set an example for other poolside staff.
- Work with Supervisors to build confidence as senior members of the poolside team, and start to develop their leadership capability by sharing your knowledge and experience.
- Work with the Supervisors to develop relevant internal training sessions for full staff training evenings, and support the Supervisors to deliver this training.
- Maintain and review the normal operating procedures regularly to ensure they remain current and report any major procedural changes to the manager.

**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

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

### Education and Qualifications

**Essential:**

Tertiary qualification in management (level 5) or other related subject  
First Aid Certificate  
National Lifeguard Award

**Desirable:**

Tertiary qualification in sports and recreation or other related subject  
National Certificate in Aquatics (level 3)

### Knowledge, Skills and Experience

**Essential:**

At least 3 years' experience as a team leader or supervisor  
Demonstrated experience managing staff including recruitment, training and performance reviews  
Strong interpersonal skills with the ability to communicate effectively and confidently with a wide range of people  
Excellent written and verbal communication skills  
Well-developed computer skills  
Excellent organisational skills and ability to communicate well with customers and staff  
Ability to solve problems and multi task  
Enthusiasm and commitment to excellence in customer service  
Resilient and able to cope well with pressure

**Desirable:**

3 years' experience within the Aquatic industry

## Agreement

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**Employee**

|      |      |      |
|------|------|------|
| Name | Sign | Date |
|------|------|------|

**Manager**

|      |      |      |
|------|------|------|
| Name | Sign | Date |
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**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**

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### **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.