

Position Description

Position Title:	Duty Manager (Casual)
Reports to:	Aquatic Operations Leader
Business Unit:	Operations

Position Objective

To manage the day to day operations as a Duty Manager to ensure services and activities are safe and meet the professional standards of the Centre.

Responsibilities

Specific Duties and Responsibilities

- Ensure the Centre is well maintained and setup for special functions
- Ensure any potential or actual problems are managed within a timely manner and reported to the appropriate Manager, including customer complaints and operational issues
- Take actions as necessary to resolve issues, maintain facility presentation and member / guest satisfaction
- Maintain the professional public image and create a safe, informative and friendly environment
- Provide advice to members & guests and refer specific enquiries to the appropriate employee
- Manage plant and equipment to ensure health and safety standards are met and undertake timely testing of the quality of water bodies
- Actively contribute to the provision of a clean and safe facility, ensuring compliance with the relevant legislative requirements
- Facilitate the implementation and monitoring of OH&S Regulations and Dangerous Goods Storage and Handling requirements and other relevant legislation
- Have the ability to adapt to changes in Occupational Health & Safety Regulations and Guidelines to Safe Pool Operations
- Implement emergency procedures and co-ordinate appropriate action as required
- Respond to and manage first aid incidents within the Centre and complete the relevant report form(s).
- Participate in customer feedback programs distributing and collecting surveys and reporting on customer feedback
- Manage the first aid provision for the facility (first aid room, kits, equipment) including regular audits and ordering
- Assist the Aquatic Operations Leader in delivering training for and recruitment of Lifeguards and Duty Managers
- Perform other roles as required, in accordance with the roster, adhering to the Position Descriptions for all relevant roles

Health and Safety

- Ensure all incidents are recorded by completing an incident report
- Act as Chief Warden during an emergency situation
- Authority to order an evacuation of the facility during an emergency situation
- Take reasonable care for your own health and safety, and the health and safety of others
- Perform regular health and safety inspections utilising the inspection checklist
- Use the correct manual handling procedures and moving equipment as outlined in induction training
- Keep up to date with all Health and Safety procedures and methods
- Ensure all tasks are carried out in accordance with the Peninsula Leisure's health, hygiene, quality and safety standards

Customer Service

- Be friendly and approachable and have a great customer attitude
- Promote customer excellence through all actions and behaviour

Manage Direct Reports

- Responsible for the supervision and direction of all program and service employees on shift, when a senior manager is not available
- Provide feedback to appropriate Leader / Coordinator on employee performance
- Ensure all employees are adhering to all safety standards and procedures

Key Selection Criteria	
Qualifications	<ul style="list-style-type: none"> • Current Pool Lifeguard Award • Current Defibrillator qualification • Current Level 2 First Aid qualification • Current HLTSS00027 Occupational First Aid (desirable) • Current Pool Operators Certificate (desirable) • Completion of Fire Wardens Course (desirable) • Current Police Records Check • Current Working With Children's Check
Experience & Knowledge	<ul style="list-style-type: none"> • Understanding of large leisure centres (desirable) • Experience in plant room and equipment maintenance • Knowledge of water quality standards
Skills	<ul style="list-style-type: none"> • Planning and organising • Well-developed Interpersonal and Communication • Customer service • Conflict resolution • Computer Literacy • Problem solving
Attributes	<ul style="list-style-type: none"> • Leadership • Commercial Focus • Judgement & Decision Making • Resilience • Culture Fit

Standards of Behaviour	
Equal Employment Opportunity "Respect" Work Health & Safety "OH&S" Code of Conduct Policies & Procedures Confidentiality	Peninsula Leisure employees are expected to: <ul style="list-style-type: none"> • Contribute to the efficient functioning of the team in order to meet Peninsula Leisure objectives. • Demonstrate and comply with professional workplace behaviours, Peninsula Leisure's Code of Conduct, Policies, Procedures and Confidentiality requirements. • Participate in the planning, development and review of performance objectives associated with the role. • Comply with Peninsula Leisure's Equal Employment Opportunity by treating all others with respect and consideration. • Take reasonable care to ensure your own health and safety at work and that of any other person, and by co-operating with management in the keeping of a safe work place.

Peninsula Leisure's Values	
Employees are expected to act responsibly & in the best interest of Peninsula Leisure – our shareholders, our clients and other employees	We think PEOPLE: <ul style="list-style-type: none"> • We align the customer and employee experience • We welcome and engage every member of our many communities. • We act with integrity, honesty and respect We REIMAGINE <ul style="list-style-type: none"> • We have the courage to be unique and to think differently • We use the best resources and aligned partnerships to drive change • We celebrate success and recognise failure as a platform for future success We DELIVER <ul style="list-style-type: none"> • We believe in excellence and quality in service and practice • We work as ONE TEAM to pursue success and build commitment through collaboration • Our engagement with our customers and communities ensures we act in their best interests, for their benefit

Please acknowledge that you understand this position description by signing both copies, one copy should be retained by yourself and the other copy is to be returned to Talent and Culture.

Employee		Signature		Date	/ /
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