Whitehorse City Council

Position description

Position title: Duty Manager	
Classification: Duty Manager (Aqualink)	**Effective Date**: April 2026
Reports to: Operations Coordinator	**Tenure**: Permanent/Temporary/Casual

About Us:

At Whitehorse City Council, community is at the heart of everything we do.

We aspire to be a healthy, vibrant, prosperous and sustainable community. We enable this through strong leadership and community partnerships.

We strive to stay ahead of evolving changes and needs of our community.

Our five key principles empower our employees to be innovative and provide an excellent customer experience. We are a resilient organisation where everyone belongs.

CREATe - Our Values and Behaviours:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. Our employees 'live' these shared values. In living these values we also ensure that everyone has a voice and that everyone matters.

Collaboration	Respect	Excellence	Accountability	Trust
We work flexibly together to achieve outcomes and solve problems.	We actively listen, value diversity and care.	We adapt, respond, learn and grow.	We take responsibility and follow through on our promises.	We act with integrity and are empowered to make decisions.

City of Whitehorse is a culturally and linguistically diverse community. We are proud of the diversity of our workforce and recognise the strength this provides in meeting the needs of our community. We are committed to upholding a safe, inclusive and respectful workplace that values the contribution of all.

Whitehorse City Council is committed to being a child safe organisation. We recognise our responsibilities to keep children and young people safe from harm and have established policies, procedures and training to achieve these commitments.

Goal Statement

The position will contribute to the operation of a multi-faceted leisure facility through the provision of supervisory duties to ensure a high level of patron safety and supervision.

Key Responsibilities

Position Specific Responsibilities

- Ensure the smooth daily running of the Centre while on shift.
- Ensure effective opening, closing and security of the Centre in accordance with Centre policies.
- Ensure all employees are working in accordance with safe work practices, following Guidelines for Safe Pool Operation, guidelines for the operation of equipment and Council's OHS policies and procedures.
- Provide a positive role model for staff.
- Provide equitable and sound supervision of staff, (including ensuring appropriate training, development and motivation) to ensure that team minimum standards are maintained at all times.
- Provide leadership and training to all staff and address any minor performance matters.
- Ensure the safety of patrons in the Centre, respond to first aid and emergency situations and provide guidance and support to Centre staff responding to first aid and emergency situations in accordance with Centre procedures.
- Ensure Centre cleanliness is maintained to a high standard and reporting is completed as required.
- Provide excellent customer service to all patrons in accordance with Centre policies, including the provision of accurate and courteous advice.
- Positively promote the Centre and its programs.
- Treat all patron information in accordance with the Privacy Act.
- Monitor and maintain water quality and ratios within the required regulations.
- Monitor pool plant operations, chemical dosing and filtration requirements and report and action appropriately.
- Monitor maintenance issues that arise and action and report as required
- Monitor and report on stock and consumables.
- Oversee the accurate performance of cash-handling procedures in accordance with Centre procedures, including floats, end of shift, end of day, change and cash pick-ups.
- Undertake reception duties as required, including undertaking accurate cash handling duties in accordance with Centre cash handling procedures.
- Conduct membership sales as required.
- Maintain relevant records, databases and assist in the completion of reports for required areas.

- Provide feedback, input and operational knowledge into the development, review and improvement work practices, service levels, standards and Centre policies and procedures.
- Act as Chief Warden in emergency evacuations as required.
- Provide ongoing support to the Operations Co-ordinator and assist with any delegated tasks or responsibilities.
- Complete administrative tasks as required.

Corporate Responsibilities

- Adhere to all Corporate Policies, Procedures and the Organisational Goals and Values in the current Whitehorse City Council Collective Agreement.
- Understand and adhere to the Risk Management Policy (as it relates to the employees work area) and related procedures that are designed to minimise injury and/or loss to individuals, assets and equipment.
- Report any matters that may impact on the safety of Council employees or citizens, assets and equipment.
- Adhere to professional standards as set out in Guidelines for Safe Pool Operations (GSPO) published by Royal Life Saving.
- Ensure the organisation is aware of and compliant with relevant statutes and legislation.
- Identify and develop changes to policy and procedure in areas of responsibility.
- Ensure that risk management principles are adopted in all decision-making processes within the team.
- Undertake identification, reporting and resolution of risk management activities (including that staff are appropriately trained) and ensure that all relevant operating procedures provide for a safe working environment.
- Apply sound financial management techniques to team budget processes.
- Ensure appropriate care and use of assets and equipment.

Accountability and Extent of Authority

Budget: Nil

Staff responsibility: The position will assist in the supervision of all Centre staff on designated shifts.

Judgement and Decision Making

- The position has the authority to act within clearly documented operational guidelines.

- The position has the authority to select the particular method, process or equipment to be used from a range of available alternatives in order to achieve Centre objectives. This will include quantifying the amount of resources required.
- Guidance will always be available within the time available to make a choice via contacting the on-call phone when they are not present in the Centre.

Specialist Knowledge and Skills

Licences and Experience:

- Pool Lifeguard Award (including defibrillation qualification) and experience as a Lifeguard.
- Staff supervision experience.
- Level 2 First Aid Certificate.
- CPR Qualification.
- Satisfactory National Criminal History Check.
- Current Working with Children Check. **(*)**
- Anaphylaxis Management Certificate (or willing to obtain prior to DM employment)
- Emergency Asthma Management Certificate (or willing to obtain prior to DM employment)

Technology:

- Good skills in Microsoft Office.
- Good skills in point of sale and EFTPOS.

Qualifications and Experience

Qualifications/ Certificates:

- List essential qualifications (including any qualifications including certificates).

Interpersonal Skills

- Excellent oral and written communication skills to enable positive interaction with and gain cooperation and assistance from patrons and other employees.
- Appreciation of the different needs of individuals and the ability to convey tolerance and sensitivity to patron's values and beliefs.
- Friendly, enthusiastic and professional approach.
- Ability to write standard reports.

Key Relationships:

- The position will liaise with other team members, key staff, patrons, suppliers and contractors.
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Management Skills

- Ability to work as part of a team and individually under regular supervision.
- Ability to plan work at least one week in advance across a variety of areas.
- Ability to provide direction, leadership and on the job training and assist other employees in their duties where required, including assisting in the development and monitoring of staff training and personal development through on-shift coaching and support.
- Good knowledge of HR and OHS policies and practices relevant to the role and the employees being supervised.

Application Requirements

- Satisfactory National (and International as applicable) Criminal History Check.
- Working with Children Check.

Notes and Comments

- The position includes inherent physical requirements. Please refer to the Physical and Functional Requirements Checklist for more information. Short listed candidates may be required to attend a pre-employment medical examination.
- Employees must be able to successfully complete the physical requirements as set out in Guidelines for Safe Pool Operations (GSPO) published by Royal Life Saving.
- The position may be required to attend out of hours meetings and training sessions.
- The position may be required to work from different locations within the municipality.
- The position may be required to work shifts anywhere within the Centre's ordinary spread of hours:

- Monday to Friday	4.30am – 11.00pm
- Saturday	4.30am – 8.30pm
- Sunday and public holidays	7.00am – 8.30pm

Key Selection Criteria

1. Thorough understanding of the processes and procedures used within a leisure facility.
2. Excellent oral and written communication skills to enable positive interaction with and gain cooperation and assistance from patrons and other employees.
3. Ability to provide direction, leadership and on the job training and assist other employees in their duties where required, including assisting in the development and monitoring of staff training and personal development through on-shift coaching and support.
4. Understanding of pool plant operations.
5. Ability to multitask and deal with competing demands and definitive timelines for task completion.

Physical Requirements

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	*Comments*
Kneeling/Squatting Tasks involve flexion/bending at the knees, ankle, and waist in order to work at low levels.	Cleaning scum line	Daily up to 5-10 minutes	
	CPR	Infrequently	
	First Aid	Up to once per day	
	Pool water sample collection	2 x shifts – up to 5 minutes per shift	
Hand/Arm Movement Tasks involve use of hand/arms	Lane rope movement	2 x shifts – up to 10 minutes per shift	
	Lane sign blocks	Move up to 3 Lane sign block (Up to 10kg) per shift up to 5 minutes	
	Mopping and sweeping (general cleaning)	4 x per shift up to 10 minutes per shift	
	Vacuuming	1 day – 5 minutes	
Bending/Twisting Tasks involve forward or backward bending or twisting at the waist.	Lane blocks	3 x per shift (up to 10kg) up to 5 minutes	
	Pool water sample collection	2 x shifts – up to 5 minutes per shift	
	Lane rope movement	2 x per shift, up to 10 minutes	
	Spinal rescue requiring moving body	Very infrequent	
	Pressure cleaning	1 x per week	
	Vacuuming, sweeping, mopping	Vacuuming once per day – 5 minutes Mop and sweep 4 x per day – 10 minutes	
Standing Tasks involve standing in an upright position	Pool Supervision	Up to 3-5 hours per shift (up to 15 minutes break).	
Reaching Tasks involve reaching above head, and above and equal to shoulder height	Window cleaning	1 x per week - 10 minutes.	
	Store retrieval	1 x per shift, shoulder height – 5 minutes	

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	*Comments*
Walking Tasks involve walking on slopes and walking whilst pushing/pulling objects	Pool Supervision	Up to 3-5 hours per shift. (up to 15 minutes break).	
	General duties	(Included in 3-5 hours shift time).	
Lifting/Carrying Tasks involve raising, lowering and moving objects from one level position to another	Lane sign blocks	Up to 10kg for up to approximately 5minutes	
	Stores	Up to 10kg for up to approximately 5minutes	
	Rescue	Infrequent 2 people team lifts (as per life guard training).	
	Pool Hoist movement	Up to 1 x per shift, up to 5 minutes.	
	Lifting pool vacuum	2 x per day, up to 5 minutes.	
	Emptying bin bags	2 x per day, up to 5 minutes.	
	Lifting large articulating doors	infrequent	
	Lifting 10kg Chemical bags/buckets	Up to twice per shift, 10 mins per shift	
	Carrying 10kg Chemical bags/buckets	Up to twice per shift, 10 mins per shift	
Pushing/Pulling Tasks involve pushing/pulling away,	Trolley's (stores and equipment)	2 x per shift up to 5 minutes.	

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	*Comments*
from and towards the body	Wheelchairs involving transfer of client to aquatic wheelchairs	1 x per shift, up to 5 minutes.	
	Bin Collection	2 x per day, up to 20 minutes	
Keyboard Duties Tasks involve sitting at workstation and using computer.	Typing	Infrequently	
	Writting	Infrequently	
Satisfactory Vision Standard of vision required equal to that required for driver's licence	Tasks involve the supervision of patrons	Required at all times - must meet minimum requirements as per Track Safety Standard	
Hearing – Lifeguard and School Crossing only	Tasks involve the supervision of patrons	Required at all times - must meet minimum requirements as per Track Safety Standard	

Any other relevant comments: