

POSITION DESCRIPTION

POSITION TITLE:	Team Leader Aquatic Operations
DIVISION:	City Services and Living
DEPARTMENT:	Active Living
SECTION:	Hume Leisure
CLASSIFICATION:	Band 5
LOCATION:	Hume Leisure Facilities within the Municipality

POSITION OBJECTIVES:

Empower, Connect and provide opportunities for Activity to all residents and patrons within Hume City Council. Provide high-quality aquatic and recreation opportunities for Hume City Council residents in a safe, friendly and welcoming environment by fostering excellence and professionalism in aquatic operations, facilities and services

KEY RESPONSIBILITIES AND DUTIES:

- Ensure the health and safety of all members of the public using the facilities by adhering to the Royal Lifesaving Society 'Guidelines for Safe Pool Operation', and 'Safer Public Pools Code of Practice' and other applicable guidelines and regulations.
- Foster and promote a safety focused organisational culture by ensuring compliance with relevant guidelines and regulations.
- Ensure the highest quality standards are maintained relating to water safety and aquatic operations.
- Ensure the appropriate recruitment, training, supervision and rostering of all Pool Lifeguards to ensure the highest standards of safety, service delivery and cleanliness are maintained.
- Supervision of facility maintenance work undertaken by contractors and staff to ensure safe work practices are maintained, work is completed in a satisfactory manner, and required documentation is provided and retained on file.
- In collaboration with the Aquatic Services Coordinator, establish a review process and implement regular evaluations to uphold the highest quality standards in aquatic area operations, maintenance and cleaning.
- In conjunction with the Aquatic Services Coordinator, maintain Aquatic Assets in line with manufacturer's specifications and industry best practise.
- Assist with effectively managing and monitoring budget and stock inventory for aquatic operations
- Ensure compliance with all administration procedures. These include the development and communication of staff rosters, completion of timesheets, work arrangements, recording of maintenance work, cleaning, safety, staff training and other information as may be requested by the Aquatic Services Coordinator.

- Assist the Aquatic Services Coordinator to develop and implement a Pool Lifeguard staff training plan to ensure a high standard of expertise in aquatic services is maintained.
- Assist the Aquatic Services Coordinator to develop, review and implement risk assessments, policies, procedures and work instructions relating to Aquatic Operations.
- Assist the Aquatic Services Coordinator in developing, implementing and effectively managing maintenance programs for the aquatic program area.
- Ensure that all chemicals are handled in accordance with relevant safety procedures and Material Safety Data Sheets (MSDS) instructions.
- Act as Area Warden in the case of an Emergency Evacuation.
- The incumbent of this position may be directed to carry out duties and responsibilities that sit outside the position, provided they do exceed the approved qualifications of such requests.
- Act as Centre Duty Supervisor on a rostered basis

ORGANISATIONAL RELATIONSHIPS:	
Reports to:	Coordinator Aquatic Services
Supervises:	Pool Lifeguards
Internal Contacts:	Hume Leisure Centres staff Hume City Council Staff
External Contacts:	Residents Centre customers Community organisations Professional organisations (e.g. Royal Lifesaving Society and Vic swim) Private and public suppliers of goods and services Schools Maintenance Contractors

ORGANISATIONAL CONTEXT

VISION

Hume City Council will be recognised as a leader in achieving social, environmental and economic outcomes with a common goal of connecting our proud community and celebrating the diversity of Hume.

MISSION

To enhance the social, economic and environmental prosperity of our community through vision, leadership, excellence and inclusion.

Position Description - For current version refer to HQ. Printed copy for immediate use only. Page 2 of 9	Approved By: Manager People & Culture	Approval Date: April 2025
	Author: Manager People & Culture	Review Date: April 2026

OUR VALUES

At Hume City Council, our Values underpin everything that we do.

	<p>We're better, every day</p> <p>We give things a go and value progress over perfection. We have permission to go for it and are expected to reflect and learn.</p>
	<p>We're in it together</p> <p>At Hume, everyone matters. We welcome and include all. Respect and safety are expected.</p>
	<p>We show up</p> <p>We empower and trust others and own our work. We rise to the challenges and are expected to do what we say we will.</p>
	<p>All for Hume</p> <p>We strive to achieve our best for the Hume Community. We are proud and passionate about working towards better outcomes and expect that they are at the centre of everything we do.</p>

WORK HEALTH & SAFETY (WHS)

Employees are required to participate in the WHS process by:

- Following established safe working instructions, procedures and policies.
- Taking reasonable care for their own Work Health and Safety and that of others.
- Seeking assistance when unsure of practices, procedures and policies to perform a task.
- Reporting all incidents, injuries, near misses, damage to property and hazards as soon as practicable to their supervisor and the WHS Team.
- Actively participating and contributing to inspections, audits, team meetings and training.
- Ensure that relevant WHS legislation is complied with.

Managers, Coordinators, Team Leaders and Supervisors are required to participate in the WHS process by:

- Assist with the implementation of WHS policies, procedures, guidelines, work instructions and Control Plans.
- Consult with employees on WHS issues and support Health & Safety Representatives in their duties and/or requests.
- Discuss WHS issues as a part of team meetings.
- Conduct and document system reviews and inspections of employees and contractors with assistance from the WHS Team, manager(s), Health & Safety Representatives and/or employees.
- Ensure appropriate training and instruction is given to personnel allowing them to complete jobs safely and without risks to health and safety.
- Take appropriate action to alleviate any hazards, unsafe acts or omissions that are observed or brought to their attention and provide appropriate feedback and support.
- Conduct effective induction of all employees, followed by ongoing training to develop and maintain a high level of WHS awareness.

Position Description - For current version refer to HQ. Printed copy for immediate use only. Page 3 of 9	Approved By: Manager People & Culture	Approval Date: April 2025
	Author: Manager People & Culture	Review Date: April 2026

- Assist with the implementation of Return to Work Plans.
- Ensure that relevant WHS legislation is complied with.

RISK MANAGEMENT

Contribute to a positive risk management culture by complying with the *Risk Management Policy*, assisting with the implementation of the Risk Management Strategy and reporting risk management concerns and improvements to their supervisors and/or managers.

Manage risks in area of responsibility by complying with the WHS Policy and Processes and implementing appropriate risk management strategies.

Demonstrate Council's commitment to implementing best practice risk management processes.

STATEMENT OF COMMITMENT TO CHILD SAFE STANDARDS

Hume City Council is a child safe organisation with zero tolerance for child abuse. Council adheres to the Victorian Child Safe Standards and related legislation and Council acknowledges the cultural safety, participation and empowerment of all children, especially children from Aboriginal and Torres Strait Islander, or culturally and/or linguistically diverse backgrounds and those with a disability. As such, all staff must ensure that their behaviours and actions are consistent with these standards.

SERVICE PLANNING & CONTINUOUS IMPROVEMENT

It is a requirement of the Service Performance Principles of the *Local Government Act 2020* for Councils to continuously improve service delivery and service performance. Managers and Coordinators are responsible for undertaking service planning and continuous improvement in their area/s of responsibility and ensuring implementation of service plan actions in accordance with Council's Service Planning Framework.

ASSET MANAGEMENT

Staff are responsible for undertaking Asset Management functions in accordance with Council's Asset Management Policy to ensure Council assets continue to be appropriately managed and maintained.

ENVIRONMENTAL SUSTAINABILITY

Hume City Council has a strong and enduring commitment to environmental sustainability and prides itself on its leadership on a range of environmental issues. Council's Waste & Sustainable team and Climate Action Integration team lead Council activities in this area, however all Council departments have a direct responsibility for implementing environmental sustainability actions across all Council operations and services to the community.

Council's *Live Green Work Green* employee behaviour change program encourages staff participation in reducing the environmental impact of Council operations. Staff are encouraged to join the environmental leadership team, the *Green Team*, which guides action in this area.

Position Description - For current version refer to HQ. Printed copy for immediate use only. Page 4 of 9	Approved By: Manager People & Culture	Approval Date: April 2025
	Author: Manager People & Culture	Review Date: April 2026

HUMAN RIGHTS APPLICATION

As a public authority Council is legislated to act in ways that are compatible with human rights. The Charter of Human Rights and Responsibilities Act 2006 (Vic) provides a framework to guide decision making, to manage risks and to ensure the business of government is carried out in a balanced, transparent, and accountable way. As an employee of a public authority consideration of the human rights of all who Council aims to serve facilitates the improved provision of services, policies and strategies.

POLICE CHECK: The incumbent must have and maintain a current Police Check	
WORKING WITH CHILDREN CHECK: The incumbent must have and maintain a current Working with Children Check	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
PRE-EMPLOYMENT MEDICAL CHECK <ul style="list-style-type: none"> The incumbent must undergo a Pre-Employment Medical Check (including fitness for work and functional capacity assessments, muscular-skeletal screening and drug & alcohol test. May also include cognitive assessment.) The incumbent must undergo a Pre-Employment Audio Test 	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
PSYCHOMETRIC ASSESSMENT The incumbent must undergo a series of psychometric assessments (Psychometric testing can take various forms, such as numerical, mechanical, logical, verbal, or skills tests) to ensure suitability for the position	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
OTHER DUTIES Responsibilities and duties included in this position description are subject to the <i>Multi-skilling</i> provisions of the <i>Hume City Council Enterprise Agreement</i> as varied from time to time.	

ACCOUNTABILITY AND EXTENT OF AUTHORITY:

The incumbent is responsible and accountable for:

- Displaying and promoting Our Hume Values & Guiding Behaviours
- Maintaining knowledge of and working within Organisation Policies and Procedures including OHS, EEO and Code of Conduct
- Ensuring effective monitoring of budgets and stock inventory relating to pool plant operation, facility maintenance, cleaning and safety in conjunction with Aquatics Services Coordinator
- Responsible for ensuring a safe aquatic environment is maintained, including appropriately training personnel to operate pool plant and equipment.
- Responsible for taking all precautionary measures to prevent or avert hazardous situations and respond accordingly in the event of an emergency.

Position Description - For current version refer to HQ. Printed copy for immediate use only. Page 5 of 9	Approved By: Manager People & Culture	Approval Date: April 2025
	Author: Manager People & Culture	Review Date: April 2026

- Liaising with community groups and schools to initiate and develop programs, in collaboration with other Coordinators.
- Responsible for ensuring the smooth operation of Aquatic Operations service delivery, such as rostering employees and maintaining accurate record keeping of timesheets.
- Input into policy development and the planning of leisure services.
- The incumbent has the authority to recruit, supervise and train staff in collaboration with the Aquatic Services Coordinator.
- This position has the authority to act in line with policies, objectives and budgets with regular reporting mechanisms to determine progress in achieving objectives.

JUDGEMENT AND DECISION MAKING:

The incumbent is accountable for:

- Acting and making decisions on procedures relating to areas of responsibility, drawing on knowledge gained through experience and/or tertiary qualifications.
- Ability to accurately provide advice on required resourcing for community groups and organisations relative to the specific skill sets of such groups.
- Exercising judgement and resolving problems within standard procedures and guidelines, however guidance and advice is generally available.
- Consulting with the Aquatic Services Coordinator is required when acting on significant new or existing issues that may create precedents or have further implications to centre operations.

SPECIALIST KNOWLEDGE AND SKILLS:

The following knowledge and skills are required to be utilised:

- Demonstrated knowledge and understanding of Royal Lifesaving Society 'Guidelines for Safe Pool Operation', and other relevant guidelines and regulations.
- Skills in the development, administration and evaluation of a wide range of recreation programs and services.
- Demonstrated knowledge in the promotion of services, marketing and public relations relevant to Aquatic Facilities.
- Skills in facility management, aquatic operations, building and equipment maintenance.
- Demonstrated understanding and knowledge of public health and safety issues relevant to Aquatic Services Operations.
- Experience in the Microsoft office suite of applications, specifically Word and Excel.
- Knowledge of relevant administration, financial delegation and budgeting processes and procedures within an Aquatic environment.

Position Description - For current version refer to HQ. Printed copy for immediate use only. Page 6 of 9	Approved By: Manager People & Culture	Approval Date: April 2025
	Author: Manager People & Culture	Review Date: April 2026

MANAGEMENT SKILLS:

The following management skills are required to be utilised:

- Demonstrated skills in managing time, setting priorities and planning work schedules within and set timetables and resource constraints.
- Demonstrated ability to recruit, supervise, train and develop Leisure Centre Staff.
- Skills in development of, and participation in, professional networks relating to recreational issues.
- Have a proactive approach to conflict resolution and performance management and act in accordance with all internal HR documents that guide these procedures.
- Understanding of personnel policies and practices, including Occupational Health & Safety (OH&S), Equal Employment Opportunity (EEO) and an ability to ensure staff adhere to these policies and procedures.
- Leading your people with the values at the centre of everything you do.
- Create and maintain a constructive culture where you are personally and your team display the values of 'we're in it together,' 'We show up,' 'we're better every day' and 'all for Hume.'

INTERPERSONAL SKILLS:

The following interpersonal skills are required to be demonstrated:

- Effective public speaking skills.
- Excellent communication skills including effective community liaison.
- Demonstrated ability to resolve problems, within a Leisure environment and with other Council departments in the provision of recreational services.
- Ability to identify customer needs and expectations, decide the appropriate action and respond accordingly.
- Ability to gain cooperation and communicate effectively both verbally and in writing to a broad range of people from diverse backgrounds and cultures.
- Leader in delivering and receiving feedback to ensure the team is forming a strong culture that is aligned to the department and organisational vision.

QUALIFICATIONS AND EXPERIENCE:

The following qualifications and experience are required for the position:

- Tertiary qualifications relating to sport and recreational management or a similar field. Or lesser formal qualifications with demonstrated skills and relevant experience in the facilitation of aquatic operations, including supervision of employees within an aquatic environment.
- Aquatic Technical Operator's Certificate
- Current Pool Lifeguard Award
- Provide First Aid Certificate
- Working With Children Check (WWCC)
- Current Driver's Licence

Position Description - For current version refer to HQ. Printed copy for immediate use only. Page 7 of 9	Approved By: Manager People & Culture	Approval Date: April 2025
	Author: Manager People & Culture	Review Date: April 2026

TASK ANALYSIS

In undertaking the inherent requirements of their duties, a person in this position may be expected to work in or be exposed to the following conditions or activities as marked.

Condition/Activity	Constant	Frequent	Occasional	N/A
Manual handling weights – above 10kgs	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
– below 10kgs	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Manual handling frequency	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Repetitive manual work	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Repetitive bending/twisting	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Repetitive kneeling/squatting	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Working with arms above head	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Lifting above shoulder height	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Using hand tools – vibration/powerful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Operating precision machinery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Close inspection work	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Wearing hearing protection	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Wearing eye protection	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Wearing safety shoes/boots (steel cap) / gum boots	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Wearing other relevant PPE	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Working in dusty conditions	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Working in wet/slippery conditions	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Working with chemicals/solvents/detergents	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Washing hands with soap (hygiene)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Working at heights	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Working in confined spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Working in chillers (+4 degrees C)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Performing clerical duties	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Working on a keyboard	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Driving cars and/or trucks	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Other (please specify)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

VARIATION TO CONDITIONS OF EMPLOYMENT:

These conditions of employment, your duties and your location may be varied by Council during the term of your employment.

The key responsibilities and duties in this position description are to be undertaken in accordance with the General Employee Handbook.

Position Description - For current version refer to HQ. Printed copy for immediate use only. Page 8 of 9	Approved By: Manager People & Culture	Approval Date: April 2025
	Author: Manager People & Culture	Review Date: April 2026

AGREEMENT:

I hereby accept and agree that by placing my electronic signature in the text box, this shall be considered as an original signature for accepting the duties in this position description. I understand that key responsibilities and duties in this position description will be undertaken in accordance with the Employee Handbook and I agree to abide by the terms and conditions stipulated therein.

Name (Please print):

Signature:

Date:

SELECTION CRITERIA:

Selection will be based on the following selection criteria; however, reference will also be made to other listed skills, knowledge and attributes as required in the position description:

1. Tertiary qualifications relating to sport and recreational management or a similar field. Or lesser formal qualifications with demonstrated skills and relevant experience in the coordination of aquatic operations, including supervision of employees within an aquatic environment
2. Aquatic Technical Operator's Certificate or demonstrated experience, skills and knowledge in the operation public pool plant and equipment.
3. The incumbent is required to hold and maintain current qualifications in Pool Lifeguard, Provide First Aid Certificate, CPR and WWCC.
4. Demonstrated experience in the supervision of employees
5. Demonstrated ability to recruit and effectively train/educate staff
6. Demonstrated knowledge and understanding of aquatic facility maintenance, OH&S and relevant cleaning and hygiene industry standards.
7. Proven experience in the Microsoft office suite of applications, specifically Word and Excel.

Position Description - For current version refer to HQ. Printed copy for immediate use only. Page 9 of 9	Approved By: Manager People & Culture	Approval Date: April 2025
	Author: Manager People & Culture	Review Date: April 2026