

Position description

Activity Assistant

Summary information

Section	Key Venues	Directorate	City Living
BCC number(s)	N/A	Position type	Casual
Grade	Grade 3	Skill descriptor	Band 1 Level 3
Reports to	Manager Key Venues / CEO BVM or his/her nominee	Direct reports	No
Approval limit	\$0	Release limit	\$0
Created/reviewed	December 2019		

Our values



Teamwork



Customer
Focused



Innovation



Commitment
to Safety

Our aspiration to be the best council in Australia is reflected in our workplace values of Teamwork, Customer Focused, Innovation and Commitment to Safety. These values define who we are, what we do and how we do it. They are the basis of our culture, and influence the way we work with each other - and the way we serve our community.

It is our responsibility to apply and conduct ourselves in alignment with our corporate values. Collectively we can create a value-based organisation.

Leadership is critical to all positions at Council.

Leaders are responsible for providing direction and feedback to achieve business, operational and overall team performance objectives. They are responsible for enabling the success of their teams, and for ensuring their team can achieve all performance metrics whilst keeping each individual team member accountable. Our leaders are required to lead by example and provide coaching and support to enable their team's success.

Individual team members should engage positively with their leader to set and achieve business and operational objectives. They are responsible for taking ownership of their performance metrics to ensure they can achieve all of their objectives.

1. Position context

The Key Venues section is positioned within Council's City Living Directorate.

Key Venues is administered under the authority of Blacktown Venue Management Limited, a company wholly owned by Council, which act as Council's managing agent.

All employees of Key Venues are employed by Blacktown City Council and seconded to Blacktown Venue Management Limited.

2. Position purpose

This role is primarily responsible for ensuring the effective day-to-day operation of the facility through adherence to Policy and Procedures and the facilitation of a safe and enjoyable experience for all visitors to the Centre.

The incumbent will comply with all applicable legislation, regulation and other law, including the NSW *Work Health Safety Act 2011*, Work Health Safety Regulation 2025 and Council's Safety system.

3. Qualifications and experience

Essential:

- Current Pool Lifeguard Certificate or similar standard
- Current First Aid Certificate
- Relevant experience
- Current class C drivers licence
- Current Working with Children Check.

Desirable:

- Knowledge of applicable legislation/ regulations
- Experience and knowledge of water testing procedures
- Experience in a similar position
- Experience working within a team environment
- Computer literate
- Demonstrated commitment to customer service.

4. Authority

The incumbent has the authority to take any reasonable action that is consistent with the responsibilities of the position and to ensure the safe and efficient undertaking of work activities.

The incumbent's authority is subject to any limitation imposed by the management team, organisational policies, procedures and work instructions.

5. Key accountabilities

Position specific

- Maintain the highest quality of operational standard including that of pool supervision on a shift basis ensuring that a safe and enjoyable environment is maintained
- Facilitate a high-quality environment for the enjoyment of customers through compliance with established centre policies and procedures
- Assist and carry out facility equipment set up and program delivery
- Perform a diverse range of tasks as directed the Duty Manager as determined by the scope of the position
- If this role is identified as a position which undertakes coordination of volunteer programs as well as the supervision of volunteers when they are on site (not including work experience placements) you will be required to:
 - familiarise yourself with our volunteers policy and standards
 - implement the policy and follow this Managing volunteers standard in a consistent and fair manner
 - undertake training needed to effectively coordinate volunteers
 - allocate sufficient time to volunteer coordination.

Work health and safety (WHS)

- Implement, monitor and, or comply with Council's WHS system, including but not limited to work health and safety policies, standard operating procedures, risk assessments/work instructions and associated system tools in their relevant work area.
- Adequately familiarise yourself with your work health and safety responsibilities and actively fulfil these as indicated in the WHS Responsibilities guideline WHS001.
- If this role is identified as a position with 'Chain of Responsibility' requirements, as defined by the *Heavy Vehicle National Law* and Regulations, you will, as far as reasonably practicable, ensure the safety of the vehicles transport activities. This is not limited to preventing breaches of mass, dimension, load, speed and fatigue laws and regulations.
- If this role is identified as a position which undertakes child-related work, as defined by the *Child Protection (Working with Children) Act 2012*, the Child Protection (Working with Children) Regulation 2013 and the Office of the Children's Guardian, you will be required to maintain a current and valid Working with Children Check number, renewable every 5 years.

Corporate

- Contribute to a positive workplace culture that embraces diversity and fosters the welfare of all staff.
- Undertake all activities in line with approved governance practices, especially in relation to risk, fraud and corruption.

- Contribute to the delivery of outcome necessary to achieve the goals and objectives of Councils currently adopted Community Strategic Plan.

Equal employment opportunity (EEO)

- Demonstrate appropriate knowledge of, and commitment to, EEO principles and anti-discrimination law in the workplace.

Environmental sustainability

- Act in line with the NSW *Protection of the Environment Operations Act 1997*, the NSW *Local Government Act 1993* and seek to conserve and enhance our local environment, in consideration of Council's environmental sustainability policy through our work practices, programs and services.

6. Duties

- Actively assist as directed in induction and training of new staff in standard operating procedures and emergency procedures.
- Effective deployment and use of resources, as directed.
- To maintain a high quality of pool supervision.
- Contribute to ensuring that high standards of cleanliness and hygiene are maintained throughout the facility at all times and procedures and schedules for facility maintenance and presentation are carried out.
- Maintain a level of knowledge and competence that ensures familiarity with centre programs, operations and procedures.
- Supervise the public using the facilities in order to ensure safety and enjoyment.
- Liaise with the Duty Manager and other members of staff to ensure that all pool allocation and lane space is effectively used as set out on the daily booking sheet.
- Ensure within the scope of the position that Work Health and Safety and pool supervision standards for the operation of public swimming pools are observed and actioned.
- Operate as part of a rostered team across a seven-day facility opening period which may include morning and evening work.
- Attend and actively participate in all staff meetings and training workshops, as required.
- Understand and follow all centre's policies and procedures to ensure consistency in service delivery.
- Ensure correct uniform is worn at all times and properly maintained.
- Activity Assistants shall possess a working knowledge and understanding of all relevant Centre procedures and ensure a friendly disposition to all clientele with the highest possible level of customer service.
- Liaise with customers to identify needs and requirements and, through liaison with other Centre staff, ensure the provision of these services meets the customer's expectations.

- Respond and deal appropriately with conflict and complaints.
- Be approachable to clientele and, where possible and appropriate, responsive to their needs.
- Provide support to Activities Officers and perform a variety of delegated jobs within the scope of the position.
- Attend to and document all facility first aid accidents, pool rescues and incidents, as required.
- Assist in setting up/setting down aquatic and dry areas for a variety of programs and events.
- Assist or work in Kiosk and Administrative areas as and when required to comply with the necessary operating instructions and procedures. Such work shall involve all routine tasks associated provided that members of staff have been appropriately inducted, trained and supervised.
- Complete administration and maintenance tasks as directed/required.
- Promote and participate in water safety initiative.
- Controlling any hazards identified and reporting those hazards that cannot be controlled.
- Comply with all health and safety policies, procedures, work instructions and Codes of Practice.
- Follow and complete as required daily, weekly and monthly facility cleaning duties and record compliance in operating registers.
- Ensure correct procedures are adhered to when using, setting up and setting down centre equipment.
- Ensure that all centre equipment is properly stored and any damage or faults are safely isolated and immediately reported.
- Liaise with other staff both within the facility, at other Key Venues and at Council to ensure the most efficient use of resources.
- To actively support and foster all facility staff working together as a “team” to meet the requirements expected by the Key Venues section, BCC and Blacktown Venue Management.
- Provide leadership in appropriate circumstances.
- Assist colleagues at other Key Venues as requested from time to time.
- Other duties as from time to time as may be reasonably required and requested by and/or through the Blacktown Venue Management Chief Executive Officer or his or her nominee.
- The management of volunteers if required by the role.
- Other duties as directed consistent with the operations of Council.

6. Performance criteria

As per Council's performance management system.

Acknowledgement and agreement

Employee	Name:	
	Signature:	Date:
Supervisor	Name:	
	Signature:	Date: