

PART 1 – POSITION DETAILS

Position Title	Lifeguard (MABC Aquatic Centre)
Position Number	NB1482
Division	Transport & Assets
Unit	Recreation Business
Grade	NBC Grade C
Reports to	Centre Coordinator / Shift Supervisor
Hours	Permanent Part Time
Date of last review and update	September 2023

NORTHERN BEACHES COUNCIL'S VISION AND VALUES

Our Vision is “Delivering the highest quality service, valued and trusted by our community” critical to this are our values of Trust, Respect, Integrity, Teamwork, Service and Leadership.

DIVISION – Transport & Assets

The Transport & Assets Division is responsible for a range of functions, which support the whole of Council to deliver high quality services to our Northern Beaches bush land, rural and coastal community. The Division comprises of the following business units - Transport and Civil Infrastructure, Parks and Recreation, Recreation Business, Property and Capital Projects.

PART 2 – BUSINESS UNIT OVERVIEW

Recreation Business

The Recreation Business Unit delivers recreational services to the Northern Beaches Community including:

- Manly Andrew ‘Boy’ Charlton Aquatic Centre
- Warringah Aquatic Centre
- Recreational Activities

PART 3 – ROLE PURPOSE & KEY RESPONSIBILITIES

Role Purpose

The key responsibility of the Lifeguard is to supervise the pool environment and ensure the highest standard of public supervision and safety. They liaise and communicate in a positive manner with Centre clients and the broader community whilst contributing to a fun and enjoyable experience for Centre users.

Key Responsibilities

Pool Operations

- Provide a safe environment for all customers by ensuring that all pools and areas are adequately supervised and that customer behaviour keeps within the limits of safe practices and accepted Centre standards
- To ensure that the pools, buildings, grounds and equipment are cleanly maintained to the satisfaction of the Shift Supervisor
- Respond to, provide, report and record all incidents requiring the administration of first aid in the event of an injury or illness
- Carry out preventative actions, rescues and initiate other emergency actions as and when required.
- Enforce and educate customers on the Council's parent supervision policy
- Ongoing assessment of the risk in front of you.
- Increase awareness of water safety.

Facility Maintenance

- Working together with Council support teams, ensuring that all facilities and equipment are clean, organised and in good working condition
- Comply with Council's general policies and procedures and those specific to the operation the Centre.

Customer Service

- Ensure that quality service is provided to all customers by responding promptly and courteously to requests for assistance and information
- Be accountable for the provision of information regarding the correct use and range of facilities and programs available at the centre.
- Effective complaints handling and conflict resolution.

Team Work

- Respect and support colleagues, developing positive channels of communication to ensure a smooth running operation, and contributing to a healthy team environment
- Collaborate with staff to ensure continual improvement
- Be responsible assisting management and other staff as required
- Ensure that management are adequately informed about all matters related to the effective operation of the service
- Provide guidance to less experienced staff within the team
- Attend and contribute to meetings as required.
- Assist in set up and delivery of programs at the centre.

People Leadership

- Role model the Northern Beaches Councils values and behaviours.

Operational

- Ensure compliance with Council processes and procedures
- Build and maintain productive relationships with internal and external stakeholders
- Ensure effective probity and anti-corruption measures in dealing with contacts

- Ensure compliance with relevant federal, state, local and statutory regulations including the requirements of the Code of Conduct, Equal Employment Opportunity (EEO) principles, the Work Health and Safety (WHS) Act, the Local Government Act and the requirements of ICAC
- Learn, promote and ensure compliance with Work Health and Safety policies and procedures
- Provide detailed, easily accessible information of relevant WHS policies and procedures to the team
- Document and communicate WHS issues to the Manager.

**** Day to day tasks and responsibilities may vary and be in addition to those listed above (reasonably and within the limits of individual skills, competence and training).*

PART 4 – ESSENTIAL CRITERIA

Educational & Experience Requirements

- Relevant qualifications and experience including:
 - Current Pool Lifeguard Statement of attainment
 - Current First Aid Certificate
 - WWCC Clearance Number

**** Legislative Requirement: Appointment to this position is subject to a “Working with Children Check”. Prohibited persons under the Commission for Children and Young People Act 1998 are not eligible for appointment to this position.*

Capabilities and Knowledge

- Knowledge of pool supervision, water safety, water education, first aid, resuscitation and rescue techniques and public safety requirements.
- Ability to maintain concentration and alertness during extended periods of duty.
- Ability to always portray a positive image of the Centre and Council.
- Demonstrated skills and experience in and commitment to providing excellent customer service, including ability to provide clear, accurate and timely information to internal and external customers
- Excellent verbal communication skills.
- Demonstrated knowledge of and ability to apply industry-related safety standards, regulations and best practice.
- Understanding of continuous learning principles, equal employment opportunities, occupational health and safety and ethical practice principles
- Demonstrated commitment to customer service, continuous learning, EEO, Workplace Health and Safety and ethical principles
- Demonstrated ability to manage own workload, work independently with minimal supervision together with a commitment to working in a team environment and multi-skilling
- Demonstrated ability to act on own initiative, take ownership of solutions and effectively prioritise workload, demonstrating a flexible work ethic to meet varying work demands of team and service, as well as problem solving and analytical skills

Desirable

- Knowledge and understanding of Local Government
- Pool Operators Certificate
- Previous experience working with the aquatic industry
- Experience in the use of various pool equipment and basic maintenance practices