



Position Description

Senior Lifeguard

Division	Community and Recreation
Business Unit	Sports and Recreation
Grade	NB D
Job Code	JC00606

Council Overview

The Northern Beaches is truly unique. Our area stretches from Palm Beach in the north to Manly in the south and boasts 24 ocean beaches, over 80kms of coastline, 4 coastal lagoons, clean waterways, and beautiful wildlife. We recognise the traditional owners of our area and their continuing connection to waters and land, and we thank them for their protection of our coastline and its ecosystems.

We are home to nearly 270,000 residents and their vision for the Northern Beaches Council is a safe, diverse, inclusive, and connected community that lives in balance with our environment. We are committed to working with the community and other stakeholders in making this a reality.

As one of the largest employers on the Northern Beaches we are focused on building an engaged and productive workforce that partners with our community to protect, improve and create our future. The breadth of our service delivery is significant.

We are a modern, multi-award-winning council that strives for excellence in all we do including the provision of the highest levels of customer service. We are also the proud winner of the 2022 AR Bluett Award for the most progressive metropolitan council in NSW.

Northern Beaches Council is committed to safeguarding children and young people. Council acknowledges that protecting the safety of children and young people is a whole community responsibility and is everyone's business.

Council Values

Our Council Vision is 'Delivering the highest quality service, valued and trusted by our community'.

Our Values of **Trust, Respect, Integrity, Teamwork, Service and Leadership** provide the foundation for delivering the Vision and drives everything we do and the decisions we make.

Division

Community and Recreation

The Community & Recreation Division is responsible for a range of functions which support the whole of Council to deliver high quality services to our Northern Beaches bushland, rural and coastal community. The Division comprises of the following business units – Sports and recreation Services, Children's Services, Community, Arts and Culture; Customer Service; and Libraries.

Business Unit

Sports and Recreation

The Sports and Recreation Business Unit provides sporting and recreational services and facilities to the Community including two Aquatic Centres; Manly Andrew 'Boy' Charlton Aquatic Centre and Warringah Aquatic Centre. The Sports and Recreation Business unit delivers Services to the community including learn to swim classes, fitness classes and many other activities as well as providing a variety of facilities for public usage including swimming pools, fitness areas, creche and kiosk facilities.

Primary Purpose of the Position

The Senior Lifeguard provides a lead role in ensuring active supervision is provided to all users of Warringah Aquatic Centre with a particular emphasis on safety, risk management and ensuring rules and regulations are adhered to by users of the facility. The role supports the Operations Manager to provide the highest levels of customer service for all patrons and activities within the centre.

Key Accountabilities

- Provide supervision and guidance to the Lifeguard Team, to deliver a safe environment for all users, ensuring pools and surrounding areas are adequately supervised and that customer behaviour keeps within the limits of safe practices and accepted Centre standards.
- Provide support in facility and maintenance to ensure the pools, buildings, grounds, and equipment are cleaned and maintained to deliver services that meet community expectations.
- Perform preventative actions, rescues, initiate other emergency actions and report/record as and when required ensuring facility compliance and optimal customer experience.
- Monitor and maintain, all plant and equipment to ensure the ongoing operation and effective management of pool water quality at the centre in line with industry standards.
- Implement administrative systems, processes, and policies to ensure compliance with industry standards, policies, procedures and relevant federal, state, local and statutory regulations.
- Follow policies and procedures to ensure compliance with regulations and Council requirements whilst fostering a culture of positive continuous improvement.

Key Challenges

- Managing expectations for a multi-purpose facility and diverse user groups often with competing priorities.
- Ability to respond to and adapt to changing circumstances at short notice.

Key Internal Relationships

Who	Why
Operations Manager	• Provide support and updates on key issues and priorities within department. • Identify and escalate emerging issues/risks and propose solutions. • Receive Guidance • Develop and maintain effective working relationships and open channels of communication.
Senior Lifeguards and Programs and Customer Service Manager	• Provide support and updates on key issues and priorities within department. • Develop and maintain effective working relationships and open channels of communication.
Staff / Team	• Work collaboratively to progress outcomes and priorities of the department. • Lead and provide direction to staff within the Lifeguard Team. • Develop and maintain effective working relationships and open channels of communication.
Council Business Units	• Effectively communicate with Council facility team or contractors to oversee repairs and servicing of operational equipment.

Key External Relationships

Who	Why
Customers / Community	• Provide high level customer service and responses to general enquiries and feedback. • Effective communication to provide a smooth, efficient, and safe service.
User Groups	• Essential communication to provide a smooth, efficient, and safe activity during the period of use
Maintenance contractors	• Provide facility induction and access to all areas of the facility for works to be conducted in accordance with Council requirements.

Key Role Dimensions

Decision Making

- In line with the Northern Beaches Council People Delegations.

Reports to

- Operations Manager – WAC

Direct Reports

- N/A

Budget

- N/A

Essential Criteria

- TAFE NSW pool operations / RLSSA Technical Operations certificate or equivalent
- Royal Life Saving Pool Lifeguard Licence
- Apply First Aid Certificate
- Working with children Check (WWCC)
- Essential knowledge / understanding and implementation of industry standards, especially associated with pool supervision, pool plant, water quality and the safe handling and storage of pool chemicals.

Key Capabilities

The Local Government Capability Framework describes the core knowledge, skills and abilities expressed as behaviours, which set out clear expectations about performance in local government: “how we do things around here.”

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities.

Local Government Capability Framework			
Capability Group	Capability Name	Level	Focus Capabilities
 Personal Attributes	Manage Self	Intermediate	Manage Self
	Display Resilience and Adaptability	Intermediate	
	Act with Integrity	Intermediate	
	Demonstrate Accountability	Intermediate	
 Relationships	Communicate and Engage	Intermediate	Community and Customer Focus
	Community and Customer Focus	Intermediate	
	Work Collaboratively	Foundational	
	Influence and Negotiate	Foundational	
 Results	Plan and Prioritise	Foundational	Deliver Results
	Think and Solve Problems	Foundational	
	Create and Innovate	Foundational	
	Deliver Results	Foundational	
 Resources	Finance	Foundational	Assets and Tools
	Assets and Tools	Intermediate	
	Technology and Information	Foundational	
	Procurements and Contracts	Foundational	

Focus capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least at satisfactory level for a candidate to be suitable for appointment.

Local Government Capability Framework		
Group and Capability	Level	Behavioural Indicators
Personal Attributes Manage Self	Intermediate	Understands what needs to be done and steps up to do it Pursues own and team goals with drive and commitment Shows awareness of own strengths and weaknesses Asks for feedback from colleagues and stakeholders Makes the most of opportunities to learn and apply new skills
Relationships Community and Customer Focus	Intermediate	Identifies and responds quickly to customer needs Demonstrates a thorough knowledge of services provided Puts the customer and community at the heart of work activities Takes responsibility for resolving customer issues and needs
Results Deliver Results	Foundational	Takes the initiative to progress work tasks Clarifies work required and timeframe available Identifies what information/resources are needed to complete work tasks Checks own work for accuracy, quality and completeness Completes tasks under guidance, on time and to the required standard
Resources Assets and Tools	Intermediate	Uses a variety of work tools and resources to enhance work products and expand own skill set Ensures others understand their obligations to use and maintain work tools and equipment appropriately Contributes to the allocation of work tools and resources to optimise team outcomes