



Position Description

Position Title	Aquatic Centre Duty Officer
Position No.	9295
Division	Infrastructure Services
Reports to	Aquatic Centre Team Leader
Current Status	Permanent Full Time (38 hours per week)
Band/Level	2/1
Grade	9
Step	Entry – Step 4
Last Reviewed	July 2025
Conditions of Employment	The employee will work within conditions detailed within the Local Government (State) Award and the Council Policies/Systems including, but not restricted to: * Council's Salary Administration System * Council's Code of Conduct * Equal Employment Opportunity * Equity & Access to Training * Performance Appraisal
Work Health and Safety (WHS)	The employee who occupies this position must abide by Council's WHS policies and procedures as described in Council's WHS Manual. The employee must participate in the completion of relevant WHS/Risk documentation and take all reasonable and practicable steps for their own health and safety and of others affected by their actions at work.

Position Summary

The primary role of the Duty Officer is to ensure that the J.M Robson Aquatic Centre is operated in a safe manner, in accordance with Royal Lifesaving guidelines & Councils WHS policies & procedures.

As part of the Aquatic Centre management team you will be required to ensure that permanent and casual staff are guided through their shift ensuring the following:

- Staff are at all times, vigilant in the safe monitoring & behaviours of all patrons and user groups.
- Customers receive outstanding, consistent level of service.
- Facility maintenance is managed and completed to ensure that the facility is kept to a high standard of hygiene and cleanliness.
- Yourself and staff are responsible for and respond to any first aid incident and facility emergency evacuation of the facility.

Specific Duties and Responsibilities

- Operate autonomously, while providing supervision of Pool Lifeguards, and other staff when needed, and promoting high team performance. This includes directing and managing the daily work activities, compliance and relevant procedures, scheduling rotations and breaks, assisting with and the maintenance of lifeguard training, and responding to any escalated issues.
- Implement operational systems and procedures and allocate resources to ensure all venue operational requirements are met, while and maintaining high standards of service delivery, venue presentation, safety and security.
- Duty Officers will maintain a broad working knowledge of centre programming and services, whilst at the same time assisting the manager in managing the following functions whilst on shift; customer service, safety, staff tasks and breaks, plant operations, cash balancing, customer education, cleaning and opening / closing the facility.
- Work in conjunction with the Aquatic Centre Manager, Council staff and contractors to ensure the safe Operation and maintenance of the facility.
- Ensure patrons are supervised in the safe use of the facilities while promptly and proactively identifying and actioning potential issues which may cause injury or illness to staff or patrons.
- Supervise aquatic centre staff while on shift, providing guidance, on safe operations and tasks.
- To ensure that on shift maintenance/cleaning is carried out with a minimum of disruption to the users of the facility
- Ensure a high quality of customer service is provided to all customers and user groups
- Report regularly to the Aquatic Centre Manager on the plant room operations and service delivery
- Carry out and lead emergency response activities and plans in line with the Centre's Emergency Management response plans.
- Demonstrate the principles of continuous improvement by proactively identifying and suggesting opportunities to enhance the operations of the centre, or the level of service offered to customers, to the Team Leader.

Core Duties and Responsibilities

- Operate autonomously and proactively, ensuring the effective and efficient operation of the Aquatic Centre at all times.
- Ensure staff supervision rotations are maintained and fairly operated

- Conduct and arrange regular pool tests and pool maintenance to ensure full compliance with Health Department Regulations and take appropriate corrective action to rectify any issues of non-conformance
- Promote the facilities programs and services
- Follow workplace policies & procedures for plant operation, hazard identification, risk control and emergency management and ensure staff on your shift are fully aware of these procedures
- Ensure that the pool patrons & user groups behave in an acceptable manner and in accordance with the centre's conditions of use
- Ensure the cleanliness of the facility is maintained.
- Keep the Centre manager fully abreast of activities at the Centre.
- Assist in general administration, clerical tasks, and other duties as required
- Comply with the LCC procedures for safety, training, document control, corrective and preventative action and the handling of customer complaints.
- Comply with legislative and organisational requirements relating to current water restrictions and the Guidelines for Safe Pool Operation
- Promote the positive and collaborative culture and values of the organisation through open, fair, and transparent decision making and ethical, professional behaviour.

Complete Time Sheets / Leave Applications

- Complete Time Sheets & Leave Forms
- Sign timesheets and leave forms when the centre manager is on leave or sick.

Processing Customer Enquiries

- Provide excellent customer service, utilising strong communication and troubleshooting skills to manage all customer enquiries, requests and complaints: in person, on the telephone, and via email.
- Research, assess and respond to customer enquiry within an appropriate timeframe and ask the centre manager if any assistance is needed

Operate Office Equipment

- Operate various office equipment and centre management systems

Work Health and Safety Supervisor Responsibilities

- Familiarise and conduct yourself in accordance with all council policies, procedures, work practices, and maintain currency of knowledge in relation to Work Health and Safety.
- Take responsibility for own observance of safe work practices and safe work environment and undertake no actions or omissions, which will adversely affect the health and safety of other persons
- Conform to all reasonable instructions or policies given by management in relation to work, health and safety
- Carry out emergency evacuation of the centre in the event of an emergency.
- Undertaking accident/incident investigations of area of responsibility.
- Assist the Centre manager to provide new employees with WHS induction training specific to the position or work area
- Ensure employee awareness of Health and Safety management systems and specific workplace hazards by regularly documented meetings with staff and through conducting random inspections to ensure that correct Health and Safety procedures are being implemented by staff.
- Assist the centre manager with development of health and safety procedures.

Provide Leadership and Support

- Through appropriate leadership and supervision, maintain and promote staff performance and team dynamic on your designated shift
- Assist the centre manager to provide onsite training as well as inductions to new employees
- Ensure lifeguards/ swim teachers carry out their duties in terms of NSW Health Department, Council and Occupational Health and Safety guidelines

Administration Responsibilities

- Comply with NSW Department of Health and Council guidelines
- Plan, develop and organise work plans and training for all staff
- The incumbent is to undertake responsible and accountable practices for keeping full and accurate records and information for all corporate activities and decisions made on their shift or during their supervisory periods
- Ensure all patrons entering the facility are charged the relevant fee
- Reconcile daily pool takings and tally the banking

Supervisory Responsibilities

- Supervision of staff at the facility
- Allocation of duties to all staff
- Ensure lifeguards carry out their duties in terms of NSW Health Department, Council and Occupational Health and Safety guidelines
- Arrange and supervise preventative and corrective maintenance tasks by facility staff, other Council staff or Contractors in conjunction with advice from Aquatic Centre Team Leader.

Signatures

I agree to the requirements of this Position Description.

Employee

Date

Supervisor

Date

Manager

Date

Selection Criteria

Essential

- Current Senior First Aid Certificate Level 2 and current CPR
- Royal Life Saving Lifeguard Licence
- Certificate III in Aquatics (SIS30110) or equivalent (or willing to obtain)
- Class C Drivers Licence
- Completion of Working with Children Check
- Demonstrated commitment to the principles of integrity and honesty
- Demonstrated commitment to high quality customer service
- High level communication skills
- Prior experience with public pool operations
- Commitment to Work Health and Safety

Desirable

- Certificate IV in Community Recreation (SIS40110)
- RLSSA Oxygen Equipment Award
- Asthma Treatment Course
- Senior First Aid Certificate Level 3 w/Oxygen Assisted Resuscitation
- Demonstrated comprehensive knowledge of Council's Pool Operations Manual
- Experience in a customer focused role
- Outstanding in person and telephone etiquette and communication
- Demonstrated ability to deal with complex pool / aquatic issues
- Basic computer skills
- Experience with Perfect Gym (POS software), Windows and Microsoft Office, and EFTPOS equipment or equivalent
- Knowledge of the Guidelines for Safe Pool operations