AquaCentre Supervisor Application Pack

November 2026



Celebrating our diversity

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AquaCentre Supervisor – F260182

Full-Time, $92,699 per annum (plus entitlements)

The Position

The Shire of Manjimup is seeking a suitably qualified and motivated individual to join our Community Services team at the Manjimup Regional AquaCentre. This position is responsible for overseeing the day-to-day operations of the facility, supervising staff and ensuring the delivery of safe, high-quality aquatic and recreation services. The role also supports the development and promotion of programs and services to increase community participation, visitation and memberships.

This role includes, but is not limited to:

- Supervising daily facility operations, including pool supervision, water quality, plant operations, cleanliness and program delivery to ensure a safe and welcoming environment.
- Leading and supporting a multidisciplinary team, including coordinating staff rosters, training and day-to-day operational requirements.
- Ensuring the facility operates in accordance with relevant legislation, safety standards and the Code of Practice for Aquatic Facilities.
- Monitoring and supporting the delivery of aquatic and recreation programs, services, events and activities to meet community needs and customer expectations.
- Assisting with the development and implementation of business and marketing initiatives aimed at increasing visitation, memberships and revenue.
- Overseeing daily administrative and financial processes, including bookings, memberships, stock control, reconciliations and budget monitoring.
- Monitoring facility performance, customer feedback and participation data to identify opportunities for service improvements and new programs.
- Responding to operational issues, incidents and customer enquiries in a professional and timely manner.

Selection Criteria

The ideal candidate will have the following:

1. Developed written, verbal and interpersonal communication skills, including the ability to engage effectively with employees, customers and stakeholders.
2. Strong computer skills, including Microsoft Office applications.
3. Strong organisational and problem-solving skills, including the ability to manage competing priorities.
4. Demonstrated leadership and supervisory skills, including the ability to effectively manage, motivate and support employees.
5. Experience in coordinating daily business operations and delivering a high standard of customer service.
6. Sound financial and administrative management skills, including budgeting, rostering, reporting and record keeping.
7. Experience in aquatic and/or recreation facility operations (desirable).
8. Relevant qualifications in business management or a related discipline (desirable).

To Apply

Head to www.manjimup.wa.gov.au for all the information about the position, including the position description and how to apply. You can also find information on the Shire of Manjimup and the benefits of the local community. To get further information, including the position description, please contact Human Resources by email hr@manjimup.wa.gov.au

Closing Date: 5.00pm Tuesday, 17 November 2026

The Shire of Manjimup reserves the right to commence interviews prior to the closing date for applications.

How To Apply

Preparing your Application

Applicants who demonstrate that they meet the requirements for the advertised position, based on their application, will be considered for interview. For your application to be considered it ***must*** include the following:

1) Cover Letter

- A short statement highlighting experience and expertise relating to the position.

2) Selection Criteria Statement

- Describe your relevant skills, knowledge, experience, and qualifications that align with the position requirements and would support your successful completion of the duties associated with the role.
- Ensure each criterion is addressed separately in a clear, concise and relevant manner.
- The selection criteria can be found on the last page of this pack.

3) Resume (Curriculum Vitae)

- Name, address, email and telephone number.
- Education and Training achievements.
- Work history - including employment dates, duty details and achievements.
- Activities undertaken outside of work which you consider are relevant to the position.
- Names and contact details (email and telephone number) of 2+ referees who can (preferably) comment on work experience relevant to the position.

4) **Supporting Documents**

- Please provide only copies of supporting documents.

Applications

Late applications cannot be received by the Shire of Manjimup unless permission has been sought from Council prior to the closing date. Canvassing of Councillors will disqualify applicants. Applications can be:

1. Lodged online via the Shire application portal
2. Emailed; marked “Private & Confidential - CEO” to info@manjimup.wa.gov.au
3. Mailed to

Benjamin Rose – Chief Executive Officer
Shire of Manjimup
PO Box 1, MANJIMUP WA 6258

Prior to appointment

The Shire of Manjimup will undertake confirmation of one or more of the following pre-employment conditions, based on the requirements of a particular position:

- Compliance with any State Government Directions for COVID-19
- Right to work in Australia
- Academic qualifications check
- Reference checks
- Worker's Compensation checks
- Pre-employment medical
- Criminal history check
- Working with Children check
- NDIS Worker Screening Check

The Shire of Manjimup is committed to the achievement of a diverse workforce and encourages applications from Aboriginal and Torres Strait Islanders, people from culturally and linguistically diverse backgrounds, young people, women and people with disabilities.

The Shire of Manjimup is an equal opportunity employer and provides a smoke free work environment.

The Shire of Manjimup complies with the requirements of the Human Rights and Equal Opportunity Commission Act (Clth) 1986 and applies the principles therein to the recruitment and selection process by selecting according to merit and by avoiding discrimination on the basis of race, gender, marital status, age, disability or any other legally protected attribute (so long as they do not contravene the inherent requirements of a position).

Collection Notice

The Shire of Manjimup collects your personal information to assess your suitability for employment and manage the recruitment process. We may disclose your information to referees, recruitment agencies, and relevant Shire staff involved in the selection process.
This information is collected under the Local Government Act 1995 (WA) and related employment legislation. If you do not provide the requested information, we may be unable to assess your application.
You may request access to your personal information at privacy@manjimup.wa.gov.au

AquaCentre Supervisor

Directorate	Community Services
Department	Manjimup Regional AquaCentre
Reports to	Coordinator Recreation Development
Direct Reports	Duty Managers Lifeguards Fitness Instructors Swimming Instructors Creche Attendant AquaCentre Administration & Finance Officer Cleaner
Industrial Instrument	*Shire of Manjimup Enterprise Agreement (as amended)*
Classification	Level 6
Primary Location	Shire of Manjimup Regional AquaCentre
Position Benefits	Work Mobile

Position Objectives

- Provide effective day-to-day supervision of aquatic and recreation facility operations to ensure a safe, clean, welcoming and well-maintained environment for all patrons.
- To lead and supervise staff to ensure high-quality customer service and excellence in program planning, delivery, and positive visitor experiences
- To support service delivery through proactive, effective and compliant daily practices to ensure ongoing and sustainable service delivery.
- To increase visitation, revenue and memberships to the AquaCentre through effective marketing around programs, services and facility information.

Key Duties and Responsibilities

<u>Operations</u>

- Supervise daily operations of program delivery within the AquaCentre to ensure a high level of customer service standards are met within the facility.
- Promote a strong culture of safety, teamwork, accountability, and customer service across all areas of the facility.
- Oversee daily facility operations including pool supervision, water quality, plant operations and cleanliness to ensure a safe, compliant and welcoming environment.
- Ensure the plant room and pool equipment is maintained by staff to a satisfactory industry standard.
- Ensure the facility meets customer expectations in terms of presentation, safety, water quality, service delivery and customer service.
- Ensure that customers are kept well informed with clear, accurate and timely facility and programming information.

- Establish and maintain a safe environment, ensuring the facility operates with Government regulations and the Code of Practice for Aquatic Facilities.
- Maintain a high level of knowledge in the technical operation of the systems and equipment used by the Aquatic industry and specific to the facility.
- Assist with the cost recovery of the AquaCentre by increasing the revenue through the delivery of programs, events and activities.
- Assist with developing and implementing a business plan for the AquaCentre, aimed at increasing visitation, memberships, and café and merchandise sales.
- Monitor daily operations of program delivery, café, merchandise and memberships within the facility.
- Be continuously aware of the needs of the community in the area of aquatics and fitness trends in industry and identify opportunities for new programs, services and funding possibilities.
- Ensure the facility is prepared for daily operations, special events, school programs and seasonal demands, and that staff are kept informed and prepared accordingly.
- Provide opportunities for the community to learn life skills specific to the aquatic environment.
- Ensure the aquatic facilities and employees are always appropriately equipped to deliver the requirements of customers.
- Respond promptly and effectively to incidents, operational issues and complaints relating to services in a fair, respectable manner and timely fashion ensuring appropriate reporting and follow-up actions are completed
- Assist with employee training in facility administration software.
- Develop, monitor and implement procedures for bookings and services.
- Other administrative duties as required.

<u>Reporting</u>

- Maintain accurate records of incidents, hazards, facility maintenance, water testing and compliance requirements.
- Monitor programs and services, including providing relevant statistical participation data as required.
- Collection of customer and visitation data and customer feedback/satisfaction as required.
- Prepare regular operations reports including attendance, program performance, and key issues for management review.

<u>Financial</u>

- Reconciliation of daily takings in consultation with the finance team.
- Provide finance team with details for invoicing and direct debit systems.
- Ensure banking, purchasing, stock control and creditors are undertaken in accordance with policies and procedures.
- Assist the Recreation Development Coordinator with collection of data and monitoring of monthly financial reports for services as required.
- Preparation of monthly invoicing of facility bookings.
- Processing of direct debit payments with the finance team.

- Monitor rosters within budget parameters.
- Daily management of budget in relation to service provision, including creche, fitness, swim school and café.

Human Resources

- Supervise and lead a multi-disciplinary team to ensure the AquaCentre and all services are efficient, effective and professional
- Ensure all staff reporting to this position are adequately qualified and that required qualifications are current, including ensuring records of qualifications are obtained and kept in line with policy.
- Ensure all employees are adequately inducted.
- Propose and facilitate ongoing in-house training in areas of program delivery, business administration and operations.
- Prepare and monitor rosters and payroll.

Skills, Knowledge, Experience and Qualifications

Skills

- Ability to deliver programs run at the AquaCentre (including the Swim School, Group Fitness program and Crèche).
- Sound supervisory / leadership skills and customer service skills with excellent written and verbal communication skills.
- Sound computer skills in Microsoft Office suite (e.g. Word, Excel, Publisher, Outlook).
- Sound record keeping skills, providing accurate daily takings and records of program attendants.

Knowledge

- Adequate knowledge of efficient, effective and safe operations within aquatic and/or recreational facilities.
- Adequate knowledge / understanding of aquatic / recreation policies and legislative requirements.
- Adequate knowledge of Shire's financial procedures, record keeping and other relevant policies and procedures.
- Adequate knowledge of aquatic and recreational programming requirements and needs at a local level.

Experience

- Experience in aquatic and/or recreation facility day-to-day operations.
- Experience in supervising programs and employees.
- Experience in delivering a high standard of customer service.
- Familiarity with financial and budgeting techniques.
- Familiarity with securing sponsorship and government grants.
- 1+ year experience in the recreation or aquatic industry (desirable).
- Experience in local government administration (desirable).

Qualifications

- Business Management qualification (desirable).
- Applied First Aid Certificate.
- Working With Children's Check.
- Current "C" class driver's licence.
- National Police Clearance.

Physical and Environmental Demands

- Physically demanding role; high degree of energy, be physically fit and have the endurance to stand for long periods.
- Works with various types of pool equipment.
- Noise level of work environment may vary.
- Deals with confidential information.

Extent of Authority

Exercise initiative and/or judgement according to procedures/guidelines within the bounds of understanding with the Coordinator Recreation Development. Operate within the parameters of Council's policies, procedures, relevant guidelines and delegated authority.

Shire Employee Responsibilities

Commitment to Service Delivery

- Deliver high-quality service by seeking and responding to feedback.
- Work collaboratively, communicate effectively and support team outcomes.
- Treat others with respect and value diversity.
- Support organisational improvement and adapt to change.
- Act in accordance with the Shire's Code of Conduct at all times.
- Take reasonable responsibility for personal health and wellbeing.

Achieve Results

- Perform duties in line with role requirements, procedures and standards.
- Meet targets, maintain accurate records and deliver quality outcomes.
- Ensure information is accurate and support broader organisational objectives.

Work Health and Safety (WHS)

- Comply with WHS policies and procedures.
- Take reasonable care for personal safety and that of others.
- Follow safe work practices and participate in training.
- Use equipment and PPE correctly and report hazards, faults and incidents.
- Participate in return-to-work plans where applicable.

Selection Criteria

Essential Criteria

1. Developed written, verbal and interpersonal communication skills, including the ability to engage effectively with employees, customers and stakeholders.
2. Strong computer skills, including Microsoft Office applications.
3. Strong organisational and problem-solving skills, including the ability to manage competing priorities.
4. Demonstrated leadership and supervisory skills, including the ability to effectively manage, motivate and support employees.
5. Experience in coordinating daily business operations and delivering a high standard of customer service.
6. Sound financial and administrative management skills, including budgeting, rostering, reporting and record keeping.

Desirable Criteria

7. Experience in aquatic and/or recreation facility operations (desirable).
8. Relevant qualifications in business management or a related discipline (desirable).