



Duty Manager

Manjimup Regional AquaCentre

April 2024

Celebrating our diversity



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Duty Manager – F240066

\$36.24 - \$45.30 per hour

The Position

The Shire of Manjimup is seeking a suitably qualified and experienced Duty Manager to join the Manjimup Regional AquaCentre team.

This role includes, but not limited to:

- Ensuring a high level of customer satisfaction of facility maintenance, cleaning, and safety.
- Working with facility clients to ensure their needs are met, including assisting with set-up and clean up as required.
- Supervising facility attendants appropriately, to ensure appropriate management of safety, pool water quality and hazards within the Centre at all times.
- Supervising cleaning of all AquaCentre areas, ensuring facility is presented to a high standard at all times.
- Ensuring security of facility is maintained including contractor sign-in and safe work policies are adhered to.
- Oversee the reporting and addressing of required for incidents of maintenance or equipment breakdown is being completed as required, assist with maintenance identification and repairs where possible and appropriate.
- Completion of all daily Duty Manager checklists, including pool water quality checks and end of day cash summary reports as relevant.

The Person

To be successful in this role you will need:

- Current Swimming Pool Managers Certificate (LIWA Accredited), Pool Lifeguard Certificate and Applied First Aid Certificate.
- Sufficient skills and experience to assist in operating and maintaining plant room and pool equipment to a satisfactory industry standard.
- Experience in delivering a high standard of customer service.
- Sound computer skills in Microsoft suite of software (Word, Excel, Outlook).
- Be available to work a variety of shifts across both weekdays and weekends (typical shifts include 5:30am – 12:30pm, 12:30pm – 7:30pm, and on weekends 8:30am – 5:30pm).
- Experience in employee management at a minimum level of a supervisory role with excellent written and verbal communication skills (desirable).
- Minimum of one year experience within the recreation industry, and experience in aquatic and/or recreation facility day to day operations (desirable).

To Apply

Well, what are you waiting for? Head to www.manjimup.wa.gov.au for information about the position, including the position description, how to apply and information on the Shire of Manjimup and the benefits of the local community. For further information, please contact Emily O'Neil, Human Resources Manager on (08) 9771 7751 or at hr@manjimup.wa.gov.au

Shire of Manjimup Information

The Noongar people are the Traditional Custodians of the lands on which the Shire of Manjimup is located and there are three Noongar language groups that span this area being the Bibbulmun, Minang and Kaniyang.

The Shire of Manjimup, with an area of 7,028 square kilometres, is the largest shire in the South West region of Western Australia and is part of the Warren Blackwood sub-region. With over 4,000 residents in the urban centre, the town of Manjimup is the most populated town in the Warren Blackwood sub-region.

Within the Shire there are the four main townships of Manjimup (the regional centre), Northcliffe, Pemberton and Walpole, and the six smaller settlements of Deanmill, Jardee, Palgarup, Quinninup, Tone River and Windy Harbour.

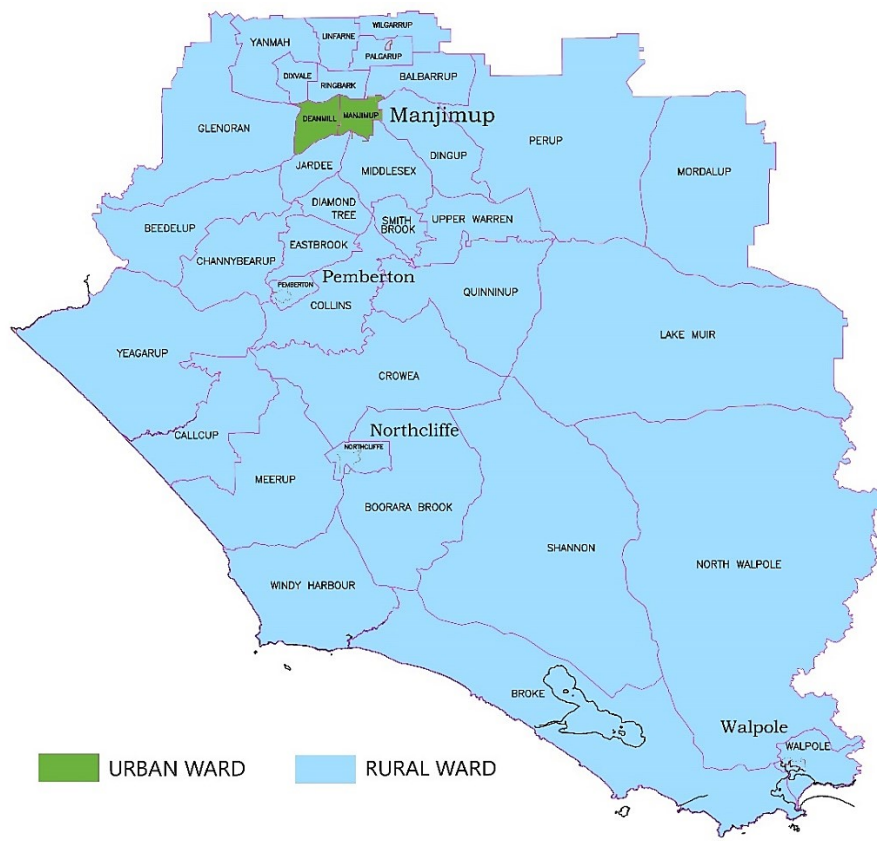


Image: The electoral Ward boundaries, towns, and localities of the Shire of Manjimup.

Manjimup possesses areas of ecological, historical, agricultural, commercial and industrial interest. Within a short drive of the town, you can visit the King Jarrah, the Diamond Tree Lookout Tower and the Four Aces. Water attractions include historic Fonty's Pool, the Donnelly River and Glenoran Pool.

Watch this video tour of all our region has to offer:

<https://www.facebook.com/shireofmanjimup/videos/1807679652632922>

Our Community Vision

- We are a thriving region offering an excellent quality of life that is safe, liveable and welcoming.
- We value and care for our natural environment, which sustains both economic and recreational pursuits.
- Our industries are recognised for their resilience, quality and innovation and for their contribution to the state of Western Australia.
- Our economic diversity provides business and employment opportunities for all.

Our Mission

- The Shire of Manjimup is a professional, effective and helpful organisation with a genuine commitment to facilitating good governance and achieving the community's vision.
- We provide services and facilities, as well as manage legislation and develop policy, and we play a lead role in our Shire being an enjoyable and enviable place to live, work and visit.
- We care about our community – its wellbeing, its prosperity and its sustainable future.

Working at the Shire

The Shire of Manjimup employs over 180 employees throughout the region. There are a diverse range of job roles within the Shire that can offer you variety, career progression and professional challenges. And remember, no matter which position you work in, you will be making a direct impact on the wellbeing of visitors, business and residents in our community. Now is an exciting time to join our organisation and be part of the team that is responsible for making our Shire what it is today and what it will be in the future.

Working for the Shire also comes with some added benefits. Some of the benefits available to employees may include:

<p>A comprehensive healthy lifestyle and wellbeing program</p> <ul style="list-style-type: none"> • HIF and HBF private health discounts • Influenza vaccinations • Health seminars and exercise sessions • Executive health assessments • Employee assistance program <p>Financial Reward</p> <ul style="list-style-type: none"> • Superannuation up to 16.5% • Relocation expenses 	<p>Professional and Personal Development</p> <ul style="list-style-type: none"> • Training and development • Study assistance • Study leave <p>Flexible Working Arrangements</p> <ul style="list-style-type: none"> • Flexible working hours • Rostered day off • Hour bank
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Note: The benefits listed above are not available to all employees (i.e. dependent on position and requirements of the job). They are also subject to change. Please contact Human Resources on (08) 9771 7777 for more information.

Organisational Values

It is important to ensure that the foundation moving forward is solid and that our development as an organisation has a continuous and justifiable set of underlying themes. This will ensure that our development as an organisation can be based on a culture and a set of beliefs and values that we can all embrace as a team.

Professionalism	We provide competent and effective services and encourage innovation and excellence in our people.
Courtesy	We are polite, approachable and helpful in our dealings with all people.
Integrity	We are honest and trustworthy and make fair and transparent decisions.
Reliability	We deliver services in an efficient and consistent way and honour our commitments.
Proactivity	We actively identify solutions to community issues by being consultative, open-minded, and showing bold leadership.

We expect you already operate in a way which models these values. We will look for evidence of this during the selection process.

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:

1. Cover letter
2. Resume / Curriculum Vitae
3. Selection Criteria Statement
4. References
5. Supporting Documents

A cover letter

- A short statement highlighting relevant experience and expertise that relates to the position.

Your Resume (Curriculum Vitae)

- Contact Details - Name, address, email and telephone number.
- Education and Training achievements.
- Work history - including employment dates, details of the duties, performance and achievements.
- Any activities undertaken outside of work, which you consider are relevant to the position.

A Selection Criteria Statement

- The selection criteria for this position can be found on the last page of this pack.
- This is the most important part of your application and must be provided as a separate document.
- Make sure that each selection criteria are addressed separately and that the information you provide is clear, concise and relevant, so that the selection panel members can readily assess your suitability for the position.
- It is up to you to demonstrate to the panel that you understand the requirements of the position and that you have the necessary skills, knowledge, experience and qualifications to successfully carry out the duties.
- Only applicants who best demonstrate they meet the competency requirements of the position will be interviewed.

Your Referees

- The names and contact details (email and telephone number) of two referees who can preferably comment on work experience that is relevant to this position.

Other Supporting Documents

- Please provide **Only copies** of supporting documents with your application.

Applications

Applications should be sent, marked "Private & Confidential - CEO Manjimup" to:

info@manjimup.wa.gov.au

OR

Benjamin (Ben) Rose – Chief Executive Officer
Shire of Manjimup
PO Box 1
MANJIMUP WA 6258

In fairness to all applicants, 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 an applicant.

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:

- Confirmation of 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
- Compliance with any State Government Directions for COVID-19

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).

Duty Manager

Directorate	Community Services
Department	Manjimup Regional AquaCentre
Reports to	AquaCentre Coordinator
Direct Reports	Lifeguards and Bronze Medallions
Industrial Instrument	<i>Shire of Manjimup Enterprise Agreement (as amended)</i>
Classification	Level 4
Primary Location	Shire of Manjimup Regional AquaCentre

Position Benefits

Vehicle	No	Mobile	No
Laptop	No	Relocation expenses	No

Position Objectives

- Ensure the day-to-day operations of the AquaCentre meet the needs of the visitors. To supervise Pool Attendants and manage the environment of the Manjimup Regional Aqua Centre in a way which optimises cleanliness, ensures safety, and creates a warm and welcoming environment.

Key Duties and Responsibilities

- Uphold a high level of customer satisfaction of facility service, maintenance, cleaning, safety, and involvement, ensuring the needs of customers using the facility are met and assisting with set-up and clean up as required.
- Supervise facility attendants (such as Lifeguards, Bronze Medallions and Trainees).
- Oversee appropriate management of facility safety, pool water quality and hazards at all times.
- Address accidents and incidents appropriately, informing shift employees where relevant and complete reporting in accordance with Shire policies.
- Supervise all facility areas are cleaned (pool hall, foyer, exterior areas, changing areas, toilets, etc.), free of litter, and presented at a high standard at all times. Carrying out cleaning inspections and liaise with the Lifeguards as required.
- Identify and report all facility maintenance requirements, equipment breakdowns etc. including taking adequate remedial actions where required and assisting with maintenance repairs where possible and appropriate.
- Record and store customer lost property appropriately.
- Ensure facility security (lock/unlock doors for users, contractors and fitness classes, complete facility opening/closing procedures, and ensure contractors comply with sign-in and safe working policies).
- Complete daily Duty Managers checklists, including pool water quality.
- End of Day Cash Summary Reports when on relevant shifts.
- Other tasks as delegated by the AquaCentre Coordinator.

Physical and Environmental Demands

- Physically demanding role; high degree of energy, be physically fit and have the endurance to stand for long periods.
- May be required to monitor multiple pools at one time.

- Works with various types of pool equipment.
- Noise level of work environment may vary.
- Deals with confidential information.

Extent of Authority

- Operates under the general direction of the AquaCentre Operations Coordinator, within established guidelines, procedures, and policies of the Council.

Skills, Knowledge, Experience and Qualifications

Skills

- Ability to assist with the development and delivery of programs and liaise with employees, customers, and departments on program delivery.
- Ability to perform water rescue and carry out first aid and resuscitation.
- Excellent communication and customer service skills.
- Sound computer skills in Microsoft suite of software (Word, Excel, Outlook).
- Sufficient skills and experience to assist in operating and maintaining plant room and pool equipment to a satisfactory industry standard.

Knowledge

- Efficient, effective, and safe operations within aquatic and recreational facilities.
- Aquatic and recreational programming requirements and needs at a local level.
- Understanding of aquatic/recreation policies and legislative requirements.

Experience

- Assist and support the development, implementation, and management of programs.
- Experience in delivering a high standard of customer service.
- Experience in employee management at a minimum level of a supervisory role with excellent written and verbal communication skills (desirable).
- Minimum of one year experience within the recreation industry, and experience in aquatic and/or recreation facility day to day operations (desirable).

Qualifications

- Swimming Pool Managers Certificate (LIWA Accredited).
- Pool Lifeguard Certificate.
- Applied First Aid Certificate.
- Current Class 'C' drivers licence.
- National Police Clearance.

Responsibilities Common to All Employees

Commitment to service delivery

- Seeks, listens to and acts on feedback.
- Works as part of a team, supports the achievement of team goals, co-operates and communicates with colleagues.
- Shows an appreciation for others – their skills and knowledge, their attributes and differences.
- Recognises and understands organisational changes, helps to make improvements happen and shares good practice.
- Makes a positive contribution to the Shire and demonstrates flexibility and resilience.

- Accepts responsibility for own health and wellbeing to perform the role.

Achieve results

- Does what is required from the role, including;
 - Meeting targets
 - Following procedures
 - Working with standards
 - Providing required level and quality of service
 - Maintaining records
 - Contributing fully to all work situations
- Gets the facts right – ensures information is clear and correct.
- Supports colleagues to ensure wider organisational objectives are met and outcomes are achieved resourcefully.

Workplace Safety and Health

- Fulfil requirements of Council's Occupational Safety and Health policy.
- Work with care for their own safety and health and that of others.
- Participate in developing safe work procedures and following them.
- Participate in training.
- Use equipment properly and report any faults/damage.
- Use personal protective equipment as directed.
- Report hazards and incidents to their Supervisor/Manager.
- Participate in personal return to work plans.

Selection Criteria

Essential

1. Qualifications: Current Swimming Pool Managers Certificate (LIWA Accredited), Pool Lifeguard Certificate and Applied First Aid Certificate - essential for the role; training can be provided for the right candidate.
2. Excellent written and verbal communication skills.
3. Experience in delivering a high standard of customer service.
4. Good computer skills including Microsoft suite software (Word, Excel, Outlook).
5. Be available to work a variety of shifts across both weekdays and weekends.

Desirable

1. Experience in employee management at a minimum level of a supervisory role.
2. Sufficient skills and experience assisting in operating and maintaining plant room and pool equipment to a satisfactory industry standard.
3. 1+ year experience in the recreation industry with experience in aquatic/recreation facility daily operations.
4. Current C class drivers licence.