

Duty Manager

Position Description

Duty Managers oversee daily operations and contribute to the safe, efficient and effective management of Aquatics & Recreation facilities.

Permanent or Fixed-Term employment for at least 19 hours per week (min. 12 months)

Aquatics & Recreation Victoria's (ARV) Next Wave Grants Program

ARV's *Next Wave Grants Program* is a state-wide job creation project, providing entry-level sustainable employment for 300 Victorian residents from priority cohorts. The jobs created will be secure, entry-level roles in the aquatics industry for a minimum of 12 months paid at or above award rates and supports skills gaps in the Victorian Aquatic and Recreation industry. Positions include swim teachers, lifeguards, duty managers and customer service officers. Eligible candidates will be provided with relevant training and qualifications through an 'earn and learn' model. Training, ongoing support, mentoring, professional development opportunities and organisational capacity building will be delivered through the program.

Key Responsibilities

1. Management and Leadership

- Responsible for the day to day supervision of the Aquatic Centre's programs, staff, patrons and facilities
- Provide leadership and guidance to staff in a supportive and professional manner
- Understand and adhere to all OHS policies and procedures to help improve safety for members and staff
- Setting up roster systems to cover the facility operating hours

2. Operational duties

- Ensure that the leisure facilities are operational and maintained in accordance with relevant Occupational Health and Safety regulations.
- Identification and raising of maintenance requests
- Where required liaising directly with contractors regarding maintenance issues and plant maintenance

- Complete daily spot checks of the Centre's cleanliness, and where necessary assist in spot cleaning areas on a needs basis.
- Manage all cleaning contractors whilst on site and communication with after-hours cleaning team
- Take-on a coordinating role in line with emergency protocols in the event of an Aquatic incident
- Monitor and manage all contractors who come on site.
- Maintain centre security
- Manage and monitor plant room operations and ensuring water quality of the facility
- Act as Chief Warden during emergency evacuations including the responsibility of directing all staff and cleaning facilities of patrons
- Administering first aid / CPR/ Defib as necessary
- Responsible for maintenance of documents and records for the facility
- Conduct stock takes and ordering of consumables
- Raise purchase orders and pay invoices
- Reporting to management on key deliverables
- Assistance with other administrative tasks like cash handling, point of sales

3. Customer Service

- Commitment to customer service excellence by handling customer queries, feedback and complaints in a professional and timely manner
- Provide tours for potential members with the view to selling memberships

4. Teamwork

- Able to work alongside and support other members of the team
- Attend staff training sessions and meetings as needed

Qualifications

Applicants can obtain the following qualifications needed for the role through Next Wave Program and it is completely funded:

HLTAID011 - Provide First Aid (includes CPR)

SISSS00129 - Pool Lifeguard

Prerequisites

- Undertake and maintain a current National Criminal Records Check and a Working with Children Check (expenses towards both these checks are covered by the Next Wave Program if you already don't have these checks)
- Valid Right to Work in Australia
- Some employers may require medical or just a declaration of fit to work
- Ability to swim 200m of recognisable stroke in under 6 minutes
- Able to tow a person with a rescue aid for 25 metres

Further Preemployment information:

- Hours range from 5:00am -11:00pm dependent on facility.
- Shifts normally lasts for 3-10 hours dependent on facility
- Standing/moving around for duration of shift
- Providing First aid is a regular occurrence
- Able to rescue someone, provide CPR, oxygen and defib (training is provided)
- Non-negotiable quarterly paid training that must be attended to meet role requirement