



# South East Leisure

## Duty Manager (Aquatics)

**Classification:** Fitness Industry Award Level 6

**Date Reviewed:** 16/9/2022

**Department:** Operations

**Reporting to:** Operations Coordinator

**Approved by:** GM Operations & Sustainability

### About South East Leisure

South East Leisure is a newly formed leisure management company based in the City of Greater Dandenong with a vision to enhance the health and wellbeing of our community by providing sustainable world class experiences.

We, at South East Leisure pride ourselves on being driven by our values:

**CARE** – We care about our people, our actions, and our outcomes

**OPEN** – We are honest, transparent, and respectful in our actions

**FUN** – We work hard, we have fun and celebrate our success

**SUSTAINABLE** – We provide commercially and environmentally sustainable outcomes

From the 1<sup>st</sup> of July 2022, South East Leisure will manage and operate the four major leisure facilities in the Greater Dandenong area:

- Dandenong Oasis
- Noble Park Aquatic Centre
- Springers Leisure Centre
- Dandenong Stadium

Working in a start-up business environment, we are committed to building a team full of positive, hardworking, and adaptable superstars. In return for your passion and commitment, we will:

- Provide you with flexibility in your role - We are passionate about creating a healthy work life balance
- Give you the license to develop and implement your own systems and processes – Being part of a start-up business you will have the ability to develop processes and systems from scratch.
- Encourage you to contribute to our social and environmental outcomes – We are passionate about creating a positive social impact and are always exploring ways that we can implement environmentally sustainable improvements.
- We will always value and listen to your ideas into ways we can improve our programs, services and business.

**Our Purpose** is to improve community health and wellbeing outcomes through accessible, high quality leisure experiences.

**Our Vision** is to be the destination of choice providing sustainable world class experiences that enhance the overall health and wellbeing of our community.

## About the role

The Duty Manager is responsible for ensuring safe and effective operation of the venue, including identifying OHS risks. The role is responsible for overseeing the staff team to ensure a high-quality service and facility is provided. The Duty Manager is responsible for ensuring safety in the aquatics environment, including pool supervision and water quality.

Duty Manager will drive a safety culture at the facilities and support the administration of OH&S system.

### Key Responsibilities and Specialist Skills

- Provide guidance and support to risk management, ensuring aquatic safety procedures are followed.
- Responsible for pool water quality, plant room and cleanliness issues
- Perform plant, cleaning and maintenance duties
- Attend to customer queries
- General administration of OH&S software within centre
- Appropriate understanding & implementation of Guidelines Safe Pool Operations (GSPO'S)
- Support the coordination of contractors on site as required
- Identify potential risks to safety and take steps to reduce those risks
- Lead and promote a positive safety culture
- Ensure the facility is clean and presentable at all times
- Maintain an understanding of programs and services across all facilities
- Complete administrative tasks
- Maintain understanding of policies and procedures
- Processing financial transactions and end of shift reconciliation
- Lead and support staff team on site
- Act as the Chief Warden
- Other duties as required

### Qualifications and Experience

- Experience performing lifeguard duties
- Experience performing duty manager duties
- Understanding of risk management & basic OHS systems
- Pool Lifeguard including Defibrillator and Basic Oxygen Administration
- First Aid and CPR
- Working with Children Check

## **Organisational Relationship/Context**

- Reports to** Operations Coordinator
- Major contacts** Internal Liaisons
- Leadership team
  - Internal staff team
- External Liaisons
- Members and Patrons
  - Contractors
  - User Groups

## **COVID-19 Vaccination**

South East Leisure's Covid-19 Vaccination policy is in line with the Victorian Government Public Health Orders. It is currently a requirement for Pool Lifeguards to be fully vaccinated and therefore all successful applicants will be required to show evidence of their Covid-19 Vaccination status.

## **Equal Opportunity**

We support the provision of a work environment that is free from harassment, discrimination and bullying and refrain from engagement in any activities that may be offensive, humiliating, uncomfortable for; or derogatory towards; other staff or the community.

## **Safeguarding Children and vulnerable adults Commitment**

SEL wants children and vulnerable adults to be safe, feel safe, happy, and empowered; we take all reasonable steps to ensure candidates are appropriately screened and to employ skilled staff to work with children and vulnerable adults and have zero tolerance for all forms of harm.