



## Position Description

POSITION TITLE:	Pool Attendant
REPORTS TO:	Pool Supervisor / Facilities Ganger
LOCATION:	Council swimming pools
WORK AREA:	Council swimming pools
SALARY LEVEL:	Grade 2
REMUNERATION PACKAGE:	Superannuation
HOURS OF WORK:	Part Time

### *Our Mission*

To meet the challenges of our unique and diverse region

### *Purpose of Position (purpose / objective of the position)*

To undertake the role of pool lifeguard at Council's swimming pools in accordance with occupational health and safety, risk, environmental and quality requirements.

### *Award Provisions*

Award:	Local Government (State) Award 2020
Award Grade:	Band 1 Level 3

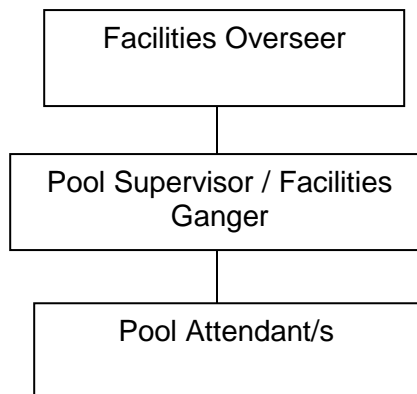
**Organisational Relationships:**  
*(the type of client/customer/community relationships that are critical to the effective functioning of the job)*

WITHIN DEPARTMENT: Pool Supervisor/Facilities Ganger  
Facilities Overseer  
Operational Staff

WITHIN COUNCIL Operational Staff

EXTERNAL TO COUNCIL Members of the community  
*(e.g. community, business & other government)* Local schools and clubs  
Contractors and suppliers

**Organisational Chart:** *(Direct reporting relationships)*



**Key Accountabilities**

- The jobholder works within detailed written or oral instructions or procedures or under supervision.
- The jobholder complies with operational requirements in co-operation with or under supervision of other employees
- Jobholder is required to look for ways to save costs and be conscious of budget constraints and be aware of cost implications of own actions within own work area





## *Schedule of Duties*

- Direct and control pool users by means of regular patrols
- Undertake water quality testing and maintenance to ensure correct water quality and chemical levels in accordance with NSW Department of Health Standards.
- Undertake regular vacuuming and cleaning of pools.
- Ensure the cleaning of toilets, change rooms and other facilities and ensure that bins and litter is collected on a daily basis.
- Undertake general maintenance and labouring tasks associated with maintenance of pool.
- Ensure that all Council and legislative reporting procedures are implemented including water quality, maintenance requirements, incident / hazard notifications etc.
- Coordinate facilities booking use.
- Ensure correct entry and canteen fees are charged and that funds are banked and recorded accurately.
- Issue of season / daily tickets in accordance with Council's established fees and charges schedule.
- Ensure facility is correctly secured outside of normal operating hours.

Capabilities for the role

The Local Government Capability Framework describes the core knowledge, skills and abilities expressed as behaviours, which set out clear expectations about performance in local government: “how we do things around here”. It builds on organisational values and creates a common sense of purpose for elected members and all levels of the workforce. The Local Government Capability Framework is available at <https://www.lgnsw.org.au/capability>

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities

Local Government Capability Framework		
Capability Group	Capability Name	Level
 <b>Personal attributes</b>	<b>Manage Self</b>	<b>Intermediate</b>
	Display Resilience and Adaptability	Foundational
	Act with Integrity	Foundational
	Demonstrate Accountability	Foundational
 <b>Relationships</b>	Communicate and Engage	Foundational
	<b>Community and Customer Focus</b>	<b>Foundational</b>
	Work Collaboratively	Foundational
 <b>Results</b>	Influence and Negotiate	Foundational
	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Create and Innovate	Foundational
 <b>Resources</b>	<b>Deliver Results</b>	<b>Intermediate</b>
	Finance	Foundational
	<b>Assets and Tools</b>	<b>Foundational</b>
	Technology and Information	Foundational
	Procurement and Contracts	Foundational

### Focus capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least at satisfactory level for a candidate to be suitable for appointment.

Local Government Capability Framework		
Group and Capability	Level	Behavioural Indicators
<b>Personal Attributes</b> Manage Self	Intermediate	<ul style="list-style-type: none"> <li>• Understands what needs to be done and steps up to do it</li> <li>• Pursues own and team goals with drive and commitment</li> <li>• Shows awareness of own strengths and weaknesses</li> <li>• Asks for feedback from colleagues and stakeholders</li> <li>• Makes the most of opportunities to learn and apply new skills</li> </ul>
<b>Relationships</b> Community and Customer Focus	Foundational	<ul style="list-style-type: none"> <li>• Shows awareness that he/she is working for the community</li> <li>• Shows respect, courtesy and fairness when interacting with customers and members of the community</li> <li>• Listens and asks questions to understand customer/community needs</li> <li>• Informs customers of progress and checks their needs are being met</li> </ul>
<b>Results</b> Deliver Results	Intermediate	<ul style="list-style-type: none"> <li>• Takes the initiative to progress own and team work tasks</li> <li>• Contributes to the allocation of responsibilities and resources to achieve team/project goals</li> <li>• Consistently delivers high quality work with minimal supervision</li> <li>• Consistently delivers key work outputs on time and on budget</li> </ul>
<b>Resources</b> Assets and Tools	Foundational	<ul style="list-style-type: none"> <li>• Uses core work tools and equipment effectively</li> <li>• Takes care of work tools, equipment, accommodation and community assets</li> </ul>

Other Duties	<ul style="list-style-type: none"><li>• All employees are expected to undertake any duties that are within their capabilities as required by management from time to time.</li></ul>
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## *Essential and Desirable Criteria*

### Essential:

- Class C Drivers Licence
- Possession of pool lifeguard certificate
- Demonstrated experience in the operation of pool complex including cleaning, facilities management, operation of filtration plant, canteen operation management, customer service, group booking coordination and work health and safety, risk and environmental requirements.
- Senior First Aid Certificate
- Royal Life Saving Society Bronze Medallion
- Experience in maintaining records / registers
- Experience in cash handling and reconciliation.
- Experience in small plant operation (mower, whipper snipper)
- Computer literacy skills
- Demonstrated understanding of chemical management requirements for pool operations.
- Working knowledge and understanding of work health and safety and equal employment opportunity principles and ability to apply them in the workplace.

### Desirable:

- Swimming pool plant operator certificate
- Supervision / management experience
- Experience in minor maintenance of structures
- Safe food handling training

## *Verification of Qualifications*

### Guidelines:

- All original certificates or certified (by the institution) academic transcripts must be sighted by Council. Cost of providing documentation is to be borne by applicant.
- To facilitate the verification of qualifications, written permission must be given to Council for the relevant educational institution to be contacted.
- Falsely claiming qualifications will lead to dismissal and/or prosecution for any relevant offence.
- Applicants are to sign a declaration that states qualifications are genuine and acknowledges that false claims can lead to dismissal.

## *Working with Children Check*

The position is subject to the requirements of the Child and Young Person Protection legislation and all applicants will be required to complete a Prohibited Employment Declaration at the time of their application.

***Job Specific Skills and performance standards required***

NB: This section of the position description will be used to assess staff in the job specific skills. Staff are expected to have achieved the performance standard required of all skills within each step before progression to the next step.

Skills	Performance Standard Required
<b>Entry Level</b>	
Answer and process enquiries/requests on swimming pool operations	<ul style="list-style-type: none"> <li>• Answers/requests for action or information are handled professionally using correct protocols and confidentiality is maintained where appropriate.</li> <li>• Accurate information is recorded or relayed to provide the service requested.</li> <li>• Preserve and improve Council and Department image in respect to service provision and technical expertise.</li> <li>• Timely response to telephone, counter and correspondence enquiries in a courteous and professional manner.</li> </ul>
Undertake and observe employment conditions and Council Human Resources Policy and procedures	<ul style="list-style-type: none"> <li>• Able to interpret regularly used employment conditions, policies and procedures</li> <li>• Adheres to Employment Conditions and Council Policies and Procedures.</li> <li>• Conducts all areas of work practices and procedures in a manner that conforms to Council principles and practices of Equal Employment Opportunity, Environmental Protection and Ethical Conduct.</li> </ul>
Implement Work Health and Safety in the workplace	<ul style="list-style-type: none"> <li>• Monitors pool users to ensure compliance with WHS.</li> <li>• Understands WHS as it applies to their immediate work area.</li> <li>• Understands risk management issues as they apply to their immediate work area</li> <li>• Ensures that all Council safe work procedures / statutory requirements are followed.</li> <li>• Protective clothing and equipment is utilised as appropriate for work. Staff are also educated, trained and monitored to ensure compliance with utilisation of personal protective equipment.</li> <li>• Complies with Council policies and procedures on a safe workplace (eg., no smoking, alcohol in the workplace).</li> <li>• Reports any occurrences of accident or injury occurring at the pool immediately when it occurs.</li> </ul>
Operates a motor vehicle	<ul style="list-style-type: none"> <li>• Posses a relevant motor vehicle licence</li> <li>• Demonstrates a safe driving record</li> <li>• Maintains records of use and maintains vehicle to promote professional image in line with Council policy and procedures</li> </ul>



<b>Skills</b>	<b>Performance Standard Required</b>
Record Keeping	<ul style="list-style-type: none"> <li>• Adheres to Council's information management policies.</li> <li>• Maintains accurate work records</li> <li>• Treats commercially sensitive information confidentially in line with Council policy and procedures.</li> <li>• Identifies errors and omissions in record keeping and corrects them.</li> <li>• Maintenance of accurate and current records of activities, through relevant files and work diary.</li> </ul>
Carry out pool inspections	<ul style="list-style-type: none"> <li>• Inspects pool assets in line with Council's programmes, policies and procedures and relevant statutes (eg., Public Health Act, Protection of Environment Operations Act, Food Act)</li> <li>• Provides feedback direct to supervisor on inspection findings.</li> <li>• Provides reports to Manager on significant issues that may impact on the organisation.</li> </ul>
Carry out pool maintenance including water quality testing and maintenance	<ul style="list-style-type: none"> <li>• Water quality is maintained in accordance with NSW Department of Health Standards.</li> <li>• Regular vacuuming and other cleaning requirements of the pool is undertaken.</li> <li>• Water quality testing is undertaken and recorded at least three times per day.</li> <li>• Chemical levels are kept to a safe level and chemicals are administered safely in accordance with Council's occupational health and safety, risk and environmental requirements.</li> </ul>
Process Transactions	<ul style="list-style-type: none"> <li>• Accepts payment for entry and canteen fees.</li> <li>• Correctly issues season / daily tickets.</li> <li>• Records transactions correctly and balances records.</li> <li>• Reports irregularities promptly to the appropriate person.</li> <li>• Monies are reconciled and banked on a daily basis.</li> </ul>
<b>Step 1</b>	
Swimming Pool supervision activities	<ul style="list-style-type: none"> <li>• Swimming Pool activities align with Council policy and directions.</li> <li>• Canteen operations are operated to reflect safe food handling and appropriate hygiene standards.</li> <li>• Swimming Pools are maintained to a safe and healthy level and in accordance with environmental, occupational health and safety and Australian standard requirements.</li> <li>• Swimming Pool staff are trained to competently operate the swimming pool operations.</li> <li>• Maintenance activities / tasks reflect Council budgetary, risk, quality and asset management requirements.</li> <li>• Reports are provided to the Supervisor and Manager on budgetary, environmental, risk, quality and other requirements specific to swimming pool operations.</li> <li>• Liaises with Council's risk and safety section immediately following an incident or hazard occurring.</li> <li>• Amenities and grounds are kept clean and tidy.</li> <li>• Appropriate legislative reporting procedures are accurately and efficiently implemented / actioned.</li> </ul>

<b>Skills</b>	<b>Performance Standard Required</b>
Use of Technology	<ul style="list-style-type: none"> <li>• Applies a range of basic organisational software packages (eg. Word, Excel, Outlook) to facilitate work</li> <li>• Uses job specific software to facilitate work</li> </ul>
Operate filtration plant and maintenance equipment.	<ul style="list-style-type: none"> <li>• Understands the use of and is able to use plant and equipment regularly used in work.</li> <li>• Understands the basic maintenance of plant regularly used.</li> <li>• Uses equipment according to manufacturer's specification and/or Council policies and procedures.</li> <li>• Ensures all equipment, tools and machinery is stored safely, properly and securely in compliance with manufacturer's and/or Council guidelines.</li> <li>• Ensures faults or problems are attended to.</li> </ul>
Collect or Complete forms and reports	<ul style="list-style-type: none"> <li>• Collects or completes necessary forms and reports on the activities of the pool operations.</li> <li>• Forms are completed accurately and within agreed timeframes.</li> </ul>
Problem Solving	<ul style="list-style-type: none"> <li>• Develops practical solutions to daily work issues.</li> <li>• Applies a range of problem solving strategies.</li> <li>• Shows independence and initiative in identifying problems and solving them.</li> </ul>
Complies with Council Internal Control procedures	<ul style="list-style-type: none"> <li>• Ensures Council's internal control policies and procedures are adhered to.</li> <li>• Keeps copies of receipts and expenses as required.</li> <li>• Submits appropriate documentation when making expense claim</li> </ul>
<b>Step 2</b>	
Assists with event Management	<ul style="list-style-type: none"> <li>• Assists with managing of the swimming pool booking system.</li> <li>• Assists in the organisation of swimming events competently and professionally to promote a positive image for Council.</li> <li>• Effectively liaises with and confirms booking arrangements.</li> <li>• Facility is presented in a neat, tidy and professional manner during events.</li> <li>• Ensures that appropriate fees are paid.</li> </ul>
Undertake pool asset infrastructure maintenance (under supervision)	<ul style="list-style-type: none"> <li>• Be able to assist in undertaking basic pool asset maintenance (eg basic repair in line with relevant standards and under supervision.</li> <li>• Tools and equipment are selected to carry out tasks are consistent with the requirements of the job, checked for serviceability and any faults are rectified prior to commencement.</li> <li>• Material appropriate to the work application are identified, obtained, prepared, safely handled and located ready for use.</li> <li>• Work is undertaken according to council policies and procedures.</li> </ul>

<b>Skills</b>	<b>Performance Standard Required</b>
Maintain Security of the Pool	<ul style="list-style-type: none"> <li>• Access and exit points are secured and monitored as required.</li> <li>• Movement of people is monitored.</li> <li>• Security and privacy breaches are investigated and reported to the Manager.</li> </ul>
Apply up to date knowledge of storage of chemicals and other hazardous substances	<ul style="list-style-type: none"> <li>• Demonstrates a wide and practical understanding of pool chemical and hazardous substance management.</li> <li>• Uses up to date knowledge and apply it successfully in storing of chemicals and other substances at the pool.</li> </ul>
Develop and apply up to date knowledge on pool operations.	<ul style="list-style-type: none"> <li>• Keeps up to date with advances in first aid and lifeguard functions.</li> <li>• Distributes information to other staff regarding developments in the work area.</li> <li>• Has a wide and practical understanding of swimming pool, environmental protection, health and related legislation.</li> </ul>
<b>Step 3</b>	
Development of safe work method statements	<ul style="list-style-type: none"> <li>• Documentation is prepared to formalise processes for achieving objectives.</li> <li>• Consideration is given to the user and the environment in which the SWMS will be used.</li> <li>• Feedback is sought on the content of the SWMS.</li> <li>• SWMS are updated and modified as required to match current operations.</li> </ul>
Development of work Procedures Guides.	<ul style="list-style-type: none"> <li>• Manuals and user guides are accurate and user friendly.</li> <li>• Consideration is given to the user and the environment in which the manual/guide will be used.</li> <li>• Responsibility for all updates and changes to the procedures or manuals is assigned or designated.</li> <li>• Feedback is sought on the content and presentation of the manual/guide.</li> <li>• Manuals and guides are updated and modified as required to match current operations.</li> </ul>
Assist in supervision of sub-contractors	<ul style="list-style-type: none"> <li>• Tasks/Jobs are monitored to ensure compliance with plans in terms of time, quality assurance issues and organizational requirements.</li> <li>• Maintenance activities are monitored to ensure compliance with WH&amp;S and environmental regulations.</li> <li>• Maintenance progress is monitored and records maintained in accordance with organizational standards.</li> <li>• Unsatisfactory performance is identified and reported to supervisor.</li> </ul>

<b>Skills</b>	<b>Performance Standard Required</b>
Training and Instruction in pool operations	<ul style="list-style-type: none"> <li>• Is able to instruct and train others in the pool operations to ensure that the work is carried out safely and is in compliance with Council guidelines and procedures.</li> <li>• Able to instruct others in basic maintenance requirements for filtration plant.</li> <li>• Records training outcomes and forwards written training outcomes to Manager.</li> </ul>
Improve customer Service	<ul style="list-style-type: none"> <li>• Communicates to Supervisor recommendations on improving customer service specific to council pool facilities and amenities.</li> <li>• Implements improvements in customer service.</li> <li>• Provides reports and appropriate feedback to Supervisor on effects of improvements.</li> </ul>
Problem Solving	<ul style="list-style-type: none"> <li>• Develops creative, innovative solutions to complex work issues. Shows independence and initiative in identifying problems and solving them.</li> <li>• Applies a wide range of problem solving skills to enable resolution of issues within the framework of any statutes, regulation or Council policies.</li> </ul>
<b>Step 4</b>	
Undertake Process Improvement	<ul style="list-style-type: none"> <li>• Processes are monitored and inconsistencies are identified by comparing processes for similar tasks.</li> <li>• Ideas for improvement are given prompt consideration and feedback to maximise possible benefits.</li> <li>• Ideas are discussed and evaluated with other staff to determine viability.</li> <li>• Ideas are assessed against existing practise, precedent and any legislative or Council restrictions.</li> <li>• Judgment is used on the assessment of ideas.</li> <li>• Other staff are involved so that all aspects can be considered.</li> <li>• Regular opportunities are provided to consider alternative approaches to process improvement.</li> <li>• Change is monitored to see that anticipated benefits are realised.</li> <li>• All areas affected by change are advised promptly to minimise disruption and encourage commitment.</li> </ul>
Assist in coordination of resource allocation and usage	<ul style="list-style-type: none"> <li>• Resources are allocated based on the assessment of current workloads and staff needs against circumstances, skills, experience and resources available.</li> <li>• Effective allocation and acquisition of resources is supported and endorsed with team and colleagues.</li> <li>• Resource allocations enable the achievement of work objectives.</li> <li>• Resource allocation complies with Council policies and procedures and legislation.</li> <li>• Resource allocation issues are identified and addressed.</li> </ul>

<b>Skills</b>	<b>Performance Standard Required</b>
Risk Management and Problem Solving	<ul style="list-style-type: none"><li>• Identifies and classifies possible sources of risk.</li><li>• Identifies problems proactively and puts in place appropriate strategies to mitigate them.</li><li>• Negotiates with multiple stakeholders where appropriate to solve issues.</li><li>• Applies a range of problem solving skills to enable issues to be resolved without contravening any statutes, regulations or council policies.</li></ul>
Investigate complaints by the community on swimming pool related matters	<ul style="list-style-type: none"><li>• Investigates complaints in an impartial manner and takes appropriate remedial action in consultation with manager and within agreed timeframes</li><li>• Clearly articulates Council policy during the process to all stakeholders.</li><li>• Provides a report to Manager on findings during investigation process.</li><li>• Promotes a positive and professional image for Council throughout the investigation process.</li></ul>

*Acceptance of Position Description*

I, \_\_\_\_\_, have read and understood this position description and agree to the conditions and responsibilities contained in it. I intend to commence duties as Pool Attendant on \_\_\_\_\_(date)

Signed: \_\_\_\_\_

Date: \_\_\_\_\_