



SHAPING AN
AWESOME
HAMILTON

Duty Manager

About us

Our purpose is to improve the wellbeing of Hamiltonians. To fulfil our purpose, we need to become the leading community-focused Council, so that Hamilton's full potential can be unlocked – making it the best place to live.

About the role

In this role, you will be responsible for the day-to-day shift running of both facilities including plant rooms, pools, aquatics programmes and events for Waterworld and Gallagher Aquatic Centre.

You will supervise and support the lifeguard team to ensure a safe environment is provided for all customers and staff. As an aquatic professional, you will provide technical facility checks, ensure health and safety is part of all activities and practises and ensure our lifeguards are providing great customer service.

Reports to	Operations Lead
Responsible for (total number of staff)	0
Delegation	\$0
Budget	\$0

Where the role sits

This role is part of the Customer and Community group. This group provides facilities and services that help create a safe, vibrant and inclusive city – community facilities, parks and recreation, customer services, City Safe, and resilience and regulatory services.

Key responsibilities

Some of the key responsibilities for this role include:

- Effectively manage the shift for lifeguard staffing and supervision, incident management and the delivery of clean, hygienic, and safe conditions of all facilities.
- Provide a high level of customer service to patrons across all aspects of our facilities and a point of escalation for customer queries.
- Induct and develop new Lifeguard team members, effectively supervising and coaching them to be great lifeguards.
- Conduct regular plant and pool checks to ensure compliance with NZS 5826:2010.
- Undertake preventative maintenance and chemical processes to maintain high quality water quality on a scheduled basis.
- Contribute to creating a culture for to improve current practices.
- You will be required to be part of an on-call roster to ensure key operational

roles are covered with the necessary knowledge, skills, and ability to effectively resolve operational incidents or events as they arise.

How you will do this

Our team culture is critical to our success. We value *kia urutau* (adaptability), *kia ngaawari* (simplicity), *kotahitanga* (inclusiveness), *kaitiakitanga* (guardianship), and *kia manawanui* (ambition). It's vital everyone who joins our team is an ambassador for our values, so together we can drive the best possible outcomes for our community.

Your mindset, skills, knowledge, and experience

You actively work at being the 'best version of you' and your mindset and behaviours have a positive impact on others. We want someone who:

Qualifications and experience:

- Current National Pool Lifeguard Certificate
- Current Workplace-level First Aid Certificate
- 3+ years' experience as a pool lifeguard
- 1-2 years previous experience in leading a team

Qualities and attributes:

- Proven leadership skills with demonstrated ability to articulate the corporate vision and take people on a change journey
- Self-awareness that mindset is the foundation of performance and an ability to develop self and others in this regard

- A mind set of preventing potential hazards and risk in everything that we do.
- Adhere to the Child Protection policy, procedures, and requirements to ensure the safety and wellbeing for children and young people at Council facilities.
- Attend and participate in mandatory child protection training programmes, including induction and refresher courses.
- Undergo mandatory regular safety checks (minimum every 3 years) and any other time Council deems it appropriate.
- Professional customer service skills, along with conflict de-escalation and resolution
- Experience in completing plant room checks and undertaking preventative maintenance and chemical processes
- Knowledge of large-organisation processes, including health and Safety, Standard Operating Procedures and Emergency Action Plan
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time, at the request of the manager, to accommodate the operational needs of the team.

Health, safety and wellbeing

All our people have a responsibility for their own and others health and safety. This includes following all health and safety policies and procedures, including reporting events and hazards, and participating in health, safety and wellbeing programmes and initiatives as required.

Civil Defence

Completes Civil Defence training and participates in events as required.

Note: *This position description is a broad outline of the key activities and responsibilities for this role. Key responsibilities may vary from time-to-*