



Mahi Tahī

We are one team, stronger together as we work with and for our community to deliver outcomes that matter.

#arohatōmahi

We love our work and know that our work matters. That is why we do what we say we will do and apply energy and enthusiasm across our mahi.

Manaakitanga

We put our people first by showing them that they matter, through a focus on whānau's needs and aspirations.

Tiakitanga

We proudly and professionally contribute every day to the care of our community and whenua with courage, positivity and mana – leaving a legacy which future generations will embrace.

Details

JOB TITLE	Poolside Team Leader
REPORTS TO	Operations Supervisor
GROUP	Community Experience and Services
DIRECT REPORTS	3+
FINANACIAL DELEGATIONS	Statutory delegation would apply as approved by Council.
WARRANTS REQUIRED	No
GRADE	

He rau ringa e pakari ai ngā taura whiri i ō tātou kāinga noho me ō tātou hapori – mai i te pae maunga o Tararua ki te moana

With many hands the threads which weave our neighbourhoods and communities together will be strengthened from the Tararua Ranges to the sea.

Purpose

This role supports Horowhenua Aquatics Programme of opening hours by leading a team of qualified Poolside Lifeguards who offer a courteous and personalised service. Responsibility for enforcing pool safety rules and regulations will be needed and regular inspections of the pool area and equipment to ensure compliance with safety standards is met.

As a Poolside Team Leader, you will oversee and coordinate the operations of our poolside area, ensuring exceptional guest service and maintaining a safe and enjoyable environment for all patrons. You will lead a team of poolside lifeguards, setting the standard for professionalism, efficiency, and exceptional customer service. This role requires strong leadership skills, excellent communication abilities, and a dedication to delivering a memorable experience for our community and customers.

Provide support to the Operations Supervisor.



Skills, Knowledge and Experience

EXPERIENCE	<p>2 Minimum two years' experience in the capacity of a senior Pool Lifeguard in the Aquatics sector. Proven experience of leading teams and directing daily aquatics operations.</p> <p>Hold current PLSA/PLPC & 1st aid certificate (US 6400, 6401, 6402). NZ Certificate in Aquatics Level 3, NZ Certificate in Sports, Exercise and Leisure Operations Level 3, Introduction to Pool Operations (US 20046), NZ Certificate in Business (First Line Management) Level 4, NZ Certificate in Aquatics (Senior Pool Lifeguard) Level 4, Advanced water treatment and operations (US 25980, 25981, 25982), Chemical handling certificate (aquatics).</p>
KNOWLEDGE	Excellent working knowledge of the Aquatics Industry. Sound knowledge of NZS 5826:2010.
SKILLS	<p>Excellent customer service skills and ability to engage with community. Ability to lead, guide and mentor team of motivated Lifeguards.</p> <p>Proficient in Microsoft office/365, Outlook, Word and Excel would be advantageous.</p>
ACHIEVEMENT	Demonstrates a strong focus on high performance standards and personal achievement. Goes above and beyond to exceed expectations. Displays initiative and is personally driven by successfully completing tasks.
RELATIONSHIPS	Ability to build strong working relationships and become a trusted support person and colleague.
INTEGRITY	High level of professionalism and confidentiality. Ability to appropriately manage sensitive information and builds trust through actions
COMMUNICATION	Communicates in a clear, confident and articulate manner. Is able to adapt communication style to meet the needs of the audience. Is effective at influencing others. Is able to communicate in a way that builds trust and positive relationships.
IMPLEMENTATION	Is reliable, detail-focused and meticulous within a fast paced environment. Follows through on plans to ensure they are carried out accordingly.
STRATEGIC AGILITY	Takes a big-picture, long-term view when planning and anticipating potential impacts on the business. Weighs up options and implications, identifies and manages risks.
SELF-INSIGHT	Is aware of own strengths and weaknesses and actively seeks out opportunities for new learning and growth. Has good physical fitness and able to walk long distances and be on your feet for long periods in a day.
RESILIENCE	Remains calm, composed, and optimistic in stressful or high pressure situations.
TEAMWORK	Supports and collaborates with team members to achieve targets and strives to get the best out of others. Is resourceful with a can-do attitude.
GROWTH MINDSET	Has a desire to learn more and is able to learn new information and skills quickly. Is able to apply learnt information to new problems. Quick to pick up technical concepts and jargon.



Key Responsibility and Expected Outcomes



**'You'
Matter**

Health, Safety & Wellbeing

Promote a strong health and safety culture by proactively modelling our values and hold self and others to account to Consistently follow all health and safety policies and legislative requirements.

Leadership and Influence

Live our Values and focus on the Moments that Matter. Supporting your colleagues and empowering and inspiring growth and development across the organisation.

Change Leadership

Be an advocate for and a driver of change. Be a Future builder, help others across the organisation navigate the future.



**Partnerships
Matter**

Te Tiriti o Waitangi

Demonstrate a commitment to and respect for the Treaty of Waitangi and incorporate these into your work ensuring HDC projects are delivered in a culturally sensitive way.

Community and Customer Focus

Champion community engagement having a strong focus on meeting quality standards for services and evaluation of customer outcomes and satisfaction.

Maintain a customer centric focus, ensure services are delivered in an effective and customer focussed way, and that effective working relationships are maintained with key stakeholders.

Relationship Management

Build networks and develop meaningful relationships with stakeholders both internally and outside Council.



**Performance
Matters**

Job Execution

Consistently deliver high-quality work while maintaining a positive and professional attitude. At times the way in which work is undertaken will count just as much as the output.

Personal Development

Live the values of council and take responsibility for your own self development in order to enhance skills and knowledge applicable to current and future roles.

Risk Management

Effectively identify and manage risks, take actions to resolve and/or escalate issues to contribute to the maintenance of the risk management framework.

Continuous Improvement

Identify continuous improvement practices to support the implementation and delivery of council's outcomes.



**Work
Matters**

Coordinate, lead and supervise

Coordinate, lead and supervise poolside staff by being a leader of change. Train new pool staff and apply appropriate induction programmes as directed.

Monitor and check that all relevant staff have the accredited Pool Lifeguard Practising Certificate.

Maintain own qualifications as an accredited assessor.

Provide training, direction, encouragement, motivation and knowledge to poolside lifeguards to ensure they are competent to perform their duties at required standards.

Guide lifeguards to manage their own development, to offer initiative and to actively participate in team solutions. Apply training and assessor standards consistently across training components and modules when training all existing and new staff.

Communicate Aquatics initiatives and events to poolside staff to encourage customers to enjoy the benefits of an active lifestyle.

Monitor and coordinate poolside activities to ensure all functions are performed by poolside lifeguards at required standards to meet or exceed all standing operating requirements.

Maintain and ensure the water quality of each pool is compliant and at satisfactory standards during your shift.

Perform plant room checks. Troubleshoot / report issues as needed.

Inspect the maintenance of equipment to ensure that it is in working order, troubleshoot / report any maintenance or health and safety issue.

People Safety

Ensure that poolside staff comply with all Poolsafe, Health& Safety, PLS and PLPC Standard Operating Procedures and guidelines. Stay up to date with emergency procedures to lead and direct poolside staff and customers on appropriate action as and when needed. Assist Lifeguards with difficult and non-compliant swimmers regarding unsafe practices and safety hazards when required.

Perform inspections to check that water programmes and activities are performed within the parameters of set rules and regulations.

Maintain own and poolside staff competence in both wet and dry rescue techniques as well as first aid and basic life support skills.

Assist with activities related to distressed persons, using rescue techniques, procedures and equipment as required.

Council Contribution

Actively and positively participate as a member of the Community Vision and Delivery Group and perform all reasonable duties as needed.

Be a positive culture contributor.

Participate in Emergency Management activities.



Alignment with our community outcomes



We uphold Te Tiriti o Waitangi and its principles and recognise the role of Mana Whenua as kaitiaki of their rohe. We support them to maintain and enhance tikanga with their ancestral lands and waterways, wāhi tapu and other taonga, and build mutually respectful partnerships with tangata whenua, supporting whanau, marae, hapū and iwi in achieving their aspirations.



We contribute to improving our natural environment for current and future generations to enjoy, and protect the important natural features in our district.

We ensure our built environment supports the wellbeing of our people and manage competing pressures on resources sustainably.



We provide efficient, reliable and affordable infrastructure, developing and maintaining facilities and infrastructure to meet the needs of current and future generations. Our community facilities and infrastructure are resilient, helping us to respond to climate change and natural hazards, working with partners to develop infrastructure that enables growth.



We are business friendly, supporting diversity and resilience in our local economy and work with others to make our economy grow. We aspire for economic security for all of our people and seize growth opportunities for our district.



We value the diversity of our people, and how our district's heritage shapes our community's sense of identity and pride.

We provide infrastructure, services, facilities and places to build resilient and connected communities where people of all ages and backgrounds feel included and safe. We are building collaborative relationships with service providers to enable all people to live positive and healthy lifestyles, encouraging our people to participate in local decision making.

