



**MAHI TAHI**

We are one team, stronger together as we work with 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.

**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 will protect a future that matters.

**MANAAKITANGA**

We put our people first and show them they matter, through a caring whanau centric and solutions focused approach.

<b>DETAILS</b>	
<b>REPORTS TO</b>	Operations Supervisor
<b>GROUP</b>	Community Experience & Services
<b>DIRECT REPORTS</b>	Nil
<b>FINANCIAL DELEGATION</b>	Nil
<b>WARRANTS REQUIRED</b>	Nil

<b>PURPOSE</b>
<p>As a member of the Aquatics Horowhenua team this role is responsible and accountable for the delivery of job specific responsibilities in line with Business Units program of work.</p> <p>You will pro-actively prevent incidents, by minimising or eliminating risks and hazards as agreed with the duty poolside team leader and the Operations Supervisor, in order to deliver a safe environment for all patrons in the facility. If an incident was to occur, you will respond to it as per our procedures and guidelines. You will also deliver high standards of customer service and work with the operations team in a supportive and professional way.</p>

<b>KEY ACCOUNTABILITIES</b>	
<b>AREA</b>	<b>EXPECTED OUTCOMES</b>
<b>YOU MATTER</b>	<p><b>PERSONAL DEVELOPMENT</b></p> <p>Proactively engage in ongoing personal development by having an appropriate development plan and seeking feedback to help develop and grow.</p>
	<p><b>PROFESSIONAL DEVELOPMENT</b></p> <p>Proactively engage in ongoing professional development by seeking and connecting with relevant industry groups.</p>
<b>WORK MATTERS</b>	<p><b>INCIDENT PREVENTION &amp; RESPONSE</b></p> <p>Supervise the pool area to prevent incidents and to ensure that policies, rules, and standards are followed. Use the different supervision techniques to identify and prevent incidents. Identify and manage risks and hazards by minimising or eliminating them. Identify people in difficulty. Record and report near misses, incidents and hazards. Be a lead responder when required. Respond to incidents and emergencies when they occur. Use rescue techniques to respond to incidents in the water, including suspected spinal injuries. Respond to out of the water emergencies. Participate in incident investigation, including</p>

	<p>taking part of inquiries and inquests as required. Follow the tasks and expectations specified in the emergency action plan.</p> <p><b>SERVICE DELIVERY &amp; OPERATIONS</b> Engage with customers to promote water safety. Educate pool users about rules and expectations such as acceptable and unacceptable behaviour. Ensure customers have a safe and enjoyable experience at our aquatic centres. Follow the tasks and expectations specified in the normal operating procedures. Behave professionally at all times. Attend to pool hygiene and minor pool maintenance. Manage pool equipment to ensure it is well maintained and ready and safe to use. Engage in regular training as per Aquatics Horowhenua expectations. Comply with health and safety regulations and laws. Comply with workplace procedures, policies and industry guidelines (PoolSafe). Communicate with staff, contractors and customers with respect and in a professional way. Wear the complete uniform at all times and promote a positive personal presentation. Respond professionally to customer comments and feedback. Assist in investigations regarding customer feedback and complaints. Offer feedback to improve our procedures and service delivery. Support the operations by following instructions of the duty team leader and the operations supervisor. Attend to team meetings as requested. Assist the duty team leader and operations supervisor to maintain the water quality to the right standard, to maintain the facility clean and presentable, and to perform any regular or extraordinary check of the facility.</p> <p><b>INNOVATION</b> Continuously seek opportunities to identify best practice and innovation that have a positive impact on the team’s ability to deliver to the wider Council and community.</p> <p><b>HEALTH, SAFETY AND WELLBEING</b> Support the team to resolve any Health &amp; safety incidents raised Active participation and engagement in HDCs health, safety and wellbeing practices and projects. Safe working practices are applied leading a safe work environment for staff and contractors.</p> <p><b>CIVIL DEFENCE</b> Assist with Emergency events as required. Attend relevant training as required.</p>
<p><b>PARTNERSHIP MATTERS</b></p>	<p><b>TE TIRITI O WAITANGI</b> Demonstrate a commitment to and respect for the Treaty of Waitangi and incorporate these into your work.</p> <p><b>RELATIONSHIP MANAGEMENT</b> Develop meaningful relationships with Council Employees and stakeholders. Manage Community and customer expectations in line with Council’s strategic goals and adopted policies.</p> <p><b>CUSTOMER FOCUS</b> Champion customer service excellence and lead by example. Ensure services are delivered in an effective and customer focused way, and that effective working relationships are maintained with key stakeholders. Ensure your presentation and the facility’s presentation are up to standard at all times. Manage customers effectively and professionally and deal with all enquires or issues promptly. Work collaboratively with other departments to ensure a seamless and positive customer experience.</p> <p><b>PEOPLE SAFETY</b> Comply with all Poolsafe, Health&amp; Safety, PLS and PLPC Standard Operating Procedures and guidelines. Participate as a member of the Health &amp; Safety Committee as and when required. Stay up to date with emergency procedures to lead and direct poolside staff and</p>

	<p>customers on appropriate action as and when needed. Manage 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.</p> <p>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</p>
	<p><b>COUNCIL CONTRIBUTION</b></p> <p>Actively and positively participate as a member of the team. Perform other reasonable duties as needed.</p>
<b>PERFORMANCE MATTERS</b>	<p><b>CONTINUOUS IMPROVEMENT</b></p> <p>Identify continuous improvement practices to support implementation delivery of the Group and Council's overall business.</p> <p>Develop and maintain professional knowledge and contacts.</p>
	<p><b>RISK MANAGEMENT</b></p> <p>Identify any organisational risks and take action to minimise their impact</p> <p>Effectively manage risks and establish and contribute to the maintenance of a risk management framework - Resolve and/or escalate issues in a timely fashion</p>
	<p><b>PRIVACY</b></p> <p>Apply the Privacy Act and ensure that all information is treated as confidential</p>
	<p><b>VALUES</b></p> <p>The best interest of the organisation are represented at all times ensuring HDC values are reflected in behaviours and professional delivery of role.</p> <p>Actions are taken and feedback given when</p>
	<p><b>ADDITIONAL DUTIES</b></p> <p>Complete other duties that may be required</p>

## **SKILLS, KNOWLEDGE & EXPERIENCE**

**Experience:** Hold a current pool lifeguard practicing award (PLSA) and a current pool lifeguard practicing certificate (PLPC). Hold a current first aid certificate (including US 6400, US 6401, and US 6402). Experience in lifeguarding and knowledge of an aquatics centre's operations would be an advantage.

**KNOWLEDGE** – Excellent working knowledge of the Aquatics Industry. Sound knowledge of NZS 5826:2010.

**ORGANISATIONAL SKILLS** - Demonstrate sound organisational skills to manage and prioritise multiple tasks, to a high level of attention to detail and accuracy

**Teamwork** – Supports and collaborates with team members to achieve targets

**Communication** – You intuitively keep people up to date. Proactively think about how you communicate with people to get the best outcome. Be clear and check that you've been understood.

**Relationships** – Ability to build strong working relationships and become a trusted advisor

**Planning** – superb planning, organisation and time management skills.

**Problem solving** – Ability to clarify what the problem is, make a recommendation and take responsibility for seeing it through to the end.

**Discretion** - Proven ability to apply the utmost discretion in dealing with sensitive issues and managing confidential personal information

**Integrity** – High level of professionalism and confidentiality.

**Achievement** - Demonstrates a strong focus on high performance standards and personal achievement. Goes above and beyond to exceed expectations.

**Implementation** - Is reliable, detail-focused and meticulous. Follows through on plans to ensure they are carried out accordingly.

**Resilience** - Remains calm, composed, and optimistic in stressful or high pressure situations.

