



Aligned Leisure

ACN 608 613 350

Swinburne Centre, Yarra Park, Richmond

PO Box 48 Richmond VIC 3121

alignedleisure.com.au

POSITION DESCRIPTION

POSITION TITLE:	Lifeguard Captain
EMPLOYER:	Aligned Leisure Pty Ltd
LOCATION:	Eltham Leisure Centre
DEPARTMENT:	Facilities, Safety and Environment
REPORTS TO:	Head of Facilities
DIRECT REPORTS:	Lifeguards
TYPE OF EMPLOYMENT:	Full Time – Seasonal 1 st November 2021 to 30 April 2022

COMPANY PROFILE

Aligned Leisure is a 100% owned subsidiary company of the Richmond Football Club, established as a vehicle to manage the operations of Richmond's health, fitness and leisure business activities.

Aligned Leisure will deliver best value to our partners by aligning our programs and services with important local Municipal Health & Wellbeing Plan's that highlight unique key community priorities. Our programs and services are not about us, they are about our partners and they will at all times be in total alignment with the needs of the specific community that we are servicing.

POSITION PURPOSE:

The Lifeguard Captain will provide leadership and direction to the Lifeguard Team at the Eltham Leisure Centre. They will ensure that the Lifeguard Team are self-motivated to maintain a safe aquatic environment, along with the highest level of customer experience for all staff and customers. They will ensure the aquatic areas are maintained and presented in the highest possible manner to our customers.

Working with the Head of Facilities, the Lifeguard Captain will ensure the Lifeguard Team have the training to effectively supervise the aquatic spaces and act in the event of an emergency. The Lifeguard Captain will manage pool water quality and maintenance of the pool plant and other aquatic area assets and equipment. They will ensure that any corrective actions taken are properly recorded and work with contractors as required. They will take pride in managing such an important community asset and ensure it is presented immaculately and maintained to the highest standards at all times.

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Lifeguard Captain is a service focused role, and therefore must be available to work in line with busy patron attendance periods with a mixture of early morning, daytime, evening and weekend shifts; including Duty Captain shifts.

KEY RESPONSIBILITIES:

1. Lifeguard Team

- Supervision and direction for all members of the Eltham Leisure Centre Lifeguard Team.
- Setting of rosters within agreed annual budgets.
- Provide regular training and updated aquatic safety information to the Lifeguard Team in conjunction with the Diamond Creek Outdoor Pool Captain.
- Ensure all reports, checklists and procedures are completed.

2. Health and Safety of all staff and customers

- Identify potential risks to safety in the aquatic area and take steps to reduce those risks.
- Implement and monitor compliance to aquatic policies and procedures.
- Discuss health and safety with other staff, on every shift.
- Oversee the evacuation of the aquatic environment as directed by the Duty Captain and in accordance with procedures as required.
- Act as Area Warden for the aquatic area when on shift.
- Risk assess work instructions to identify any hazards and act to rectify any identified risks.

3. Outstanding service delivery to all customers and stakeholders

- Oversee the operation of the aquatic areas
- Be visibly present and engaging with customers
- Manage customer education and behaviour in line with guidelines
- Ensure aquatic area is clean and pleasant for all customers
- All Aligned Leisure staff will understand and deliver on our customer charter and service promise.

4. Pool plant, equipment and presentation

- Ensure all pool water quality tests are conducted in a timely and efficient manner as per procedures
- Ensure all maintenance and repairs to pool plant and equipment is performed and recorded correctly, including working with and engaging contractors.
- Take responsibility for aquatic equipment, its safe use and storage.
- Ensure the entire aquatic area has the highest levels of cleanliness and presentation at all times.

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- Ensure all reports, checklists and procedures are completed and prepare date for monthly reporting.

5. Direct Service Component

- This position has a high level of direct service to ensure leadership and connection with the Lifeguard Team
- Requirement of two Duty Captain and two Lifeguard shifts weekly
- In periods of increased patronage (i.e. hot weather, events) extra shifts may need to be performed

KEY RELATIONSHIPS:

- Head of Facilities
- Aquatic Customers
- Lifeguards
- Duty Captains
- Swimming Teachers and Supervisors
- Nillumbik Shire Council
- Lifesaving Victoria and other peak bodies as required

ESSENTIAL QUALIFICATIONS AND EXPERIENCE:

1. Current Pool Lifeguard Award
2. Current First Aid Certificate (Workplace Level 2)
3. Pool Operators Certificate
4. Working with Children Check (or equivalent)
5. Experience in Leadership

PERSONAL ATTRIBUTES:

1. Focused on Customers
2. Understands and enjoys the Aquatic/Leisure Industry and motivated to serve Aligned Leisure.
3. Disciplined to manage the varied components to this role.
4. Relentless in approach to delivering exception safety and service.

PERSONALITY TRAITS:

1. Leadership
2. Professional
3. Approachable
4. Attentive

APPROVED:

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+ Relentless + United





Nillumbik Leisure Manager, Aligned Leisure

27/09/2021

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