

MANAGER – JOB DESCRIPTION

www.sapphireaquatic.com.au

Position: Manager, Sapphire Aquatic Centre.

Status: Permanent full time position subject to a three month probationary period (*upon consultation with the employee, management may elect to extend this period by up to a further three months*).

Employer: Sapphire Aquatic Limited

Salary: \$A70, 000 plus superannuation

BACKGROUND

- The Sapphire Aquatic Centre opened mid-October 2010 on the site of the old Pambula Pool. It is one of six public pools owned by the Bega Valley Shire Council (BVSC).
- The Centre is managed by Sapphire Aquatic Limited, a not-for-profit company, on behalf of the BVSC.
- Information on the Centre can be viewed at the website: www.sapphireaquatic.com.au
- The Centre Manager is responsible for the operation of the Centre on behalf of Sapphire Aquatic Limited.

SELECTION CRITERIA

Applications will be assessed against the following criteria. The extent and level of:

- Experience in successfully operating and managing public swimming pools
- Knowledge and experience in pool plant operations and maintenance, particularly swimming pool cleaning systems, pool water testing equipment, pool water heating devices, and the maintenance of water quality, including testing, chemical treatment and disease control.
- Management experience in the leisure/sports industry
- Entrepreneurial skills that would be brought to the position
- Demonstrated knowledge and experience in planning, marketing and program implementation and development
- Demonstrated effective staff management, leadership and problem solving skills
- Tertiary qualifications in leisure or sports management or equivalent experience
- Advanced communication skills, both written and oral
- Ability to understand, develop and implement policies and procedures as well as relevant legislation
- Experience in budgeting and accounting practices
- Evidence of integrity, responsibility, respect for others and the ability to be

innovative

- Ability to work with and to the Board
- Computer skills, including industry related software such as Centaman
- Experience in developing and promoting effective customer and supplier relations

MANAGER RESPONSIBILITY

The range and level of responsibility may change over time in response to the activities and requirements of the Centre.

The Manager will be responsible for the:

- Management of all staff employed by the Centre
- Development of a positive image and friendly, welcoming atmosphere within the Centre
- Management of the pool plant operations and maintenance of the facility and all assets within it and its grounds
- Management of a budget of up to \$800,000
- Oversight of Centaman software
- Receipt, recording and banking of all monies and payment of all invoices and debts
- Timely collection and dispatch of mail
- Provision of services to in excess of 14,500 people visits per annum
- Development and promotion of innovative programs
- Promotion of the various Centre activities across the Shire, in particular the Learn to Swim program, a key part of the Centre's activities
- A strategic leadership role in safety, quality and customer service
- Networking activities between local community organisations including the Swimming Club.
- Provision of reports to the Board and Bega Valley Shire Council

QUALIFICATIONS AND EXPERIENCE

- Minimum of five years experience in the operation and management of public swimming pools
- Certificate III in Aquatic Pool Operations (or its equivalent)
- Current Pool Lifeguard, Level 2 First Aid and Advanced Resuscitation certificates
- Knowledge of and experience in pool plant operations and maintenance, particularly swimming pool cleaning systems, pool water testing equipment, pool water heating devices, and the maintenance of water quality, including testing, chemical treatment and disease control
- Management and leadership experience including business operations, human resource management and public relations
- Working knowledge of the aquatic industry occupational health and safety legislation and regulations
- A current Driver's Licence
- Preferably, Learn to Swim and Coaching certificates

In addition, a "Working with Children" check will be required.

HOW TO APPLY

- *Applicants should read the document 'Manager – Other Information' for an extended description of the position requirements.*
- Applications must address the Selection Criteria and include the names and contact details of two work-based referees.
- Applications close Friday 10 February 2012 and should be lodged at sapphire.aquatic@gmail.com
- For further information regarding this position, please contact Jill Hambling on 02 6495 7574 or via email at sapphire.aquatic@gmail.com

Please note:

- *Only people with the right to work in Australia may apply for this position.*
- *A National Police Records Check and/or a Working with Children Check may be required for positions advertised by Sapphire Aquatic Limited / Bega Valley Shire Council*

MANAGER - OTHER INFORMATION

www.sapphireaquatic.com.au

KEY RESPONSIBILITIES

- Develop and maintain effective management strategies for the Centre
- Identify, develop, implement and maintain Centre operational policies and procedures
- Maintain and present well the entire Centre including all plant, wet and dry areas, buildings, car parking, grounds and facilities
- Ensure the Centre environment meets cleanliness and safety standards and is maintained and presented to a high quality
- Manage, maintain and replace Centre equipment when necessary.
- Represent the interests of the Centre at meetings, promotions and other relevant functions agreed to by Sapphire Aquatic Limited (SAL)
- Prepare draft budgets and reports relating to the operation of the Centre.
- Ensure customer service standards are maintained to a high level.
- Provide leadership and direction to staff by taking responsibility for staff issues, rostering, employee development and performance.
- Ensure that user groups, patrons, contractors and employees are provided with a safe and healthy working environment and take immediate corrective action to remedy unsatisfactory or unsafe working conditions wherever possible.
- Increase utilisation of the Centre through the development and implementation of marketing plans and strategies.

Achievement of business plan objectives

- Provide support for the implementation of programs related to patron's requirements, marketing and promotional plans for the Centre in accordance with key performance indicators.
- Identify business opportunities and operational issues and recommend and implement solutions.
- Review and report to SAL at least monthly on the agreed Centre operational budget to ensure the financial operation of the Centre remains on track.
- Maintain accurate financial and administrative records.

Effective liaison with User Groups

- Develop strategies to foster positive and effective relations between patrons and the Centre to promote efficient management and development of the Centre and the programs provided.
- Support a community ownership philosophy, a commercial orientation and customer focus amongst the patrons, staff, SAL, contractors and volunteers.
- Adhere to SAL policies and decisions as relevant to this position.

ORGANISATIONAL RELATIONS

Reports to: The Chair, Sapphire Aquatic Limited

Directly supervises: Centre staff

Internal Liaisons: SAL and tenants

External Liaisons: Patrons, suppliers, community groups, managers at other aquatic centres, members of the public, Authorised Officer from Bega Valley Shire Council (BVSC), and other BVSC staff

ACCOUNTABILITY AND EXTENT OF AUTHORITY

- Work autonomously but with established policies, procedures and budget to ensure achievement of goals and objectives
- Deliver outcomes/outputs according to plans and with agreed budgets
- Ensure there is sufficient qualified staff in attendance to operate the Centre and to supervise patrons according to industry and Council standards
- Monitor all programs and activities to ensure that demand is met and that usage of the Centre is optimised
- Identify, develop and implement Centre operational policies and procedures
- Maintain expenditure and collect income on behalf of SAL within the agreed operational, marketing and promotional budget.

JUDGEMENT AND DECISION MAKING

- Authority, under delegation of SAL, to make decisions that are in accordance with the Centre's business plan and Council policies
- To find timely solutions to problems and issues which arise at the Centre.

- Functions with autonomy governed by clear objectives and a budget with a regular reporting mechanism to ensure adherence to objectives and financial parameters.
- Nature of the work is specialised with methods, procedures and processes developed from theory or precedent. Problem solving may involve the application of these techniques to new situations.
- Advice and guidance is not always available and the Manager is responsible for decisions that can have a significant effect on programs being run and the public perception of the Centre.

SPECIALIST SKILLS AND KNOWLEDGE

- Demonstrated facility management experience in public community leisure and recreation facilities
- Capacity to develop effective and productive partnerships with patrons, user groups, suppliers and employees
- Ability to interpret and implement business, marketing, promotional and maintenance plans for the Centre.
- Broad knowledge of sports and leisure concepts and trends including a sound knowledge of the latest technology and programs
- Demonstrated understanding of the Local Government environment
- Sound knowledge of budget and related accounting practices required to meet operation reporting requirements
- Ability to use personal computer and an understanding of word processing, spread sheeting, desktop publishing applications and industry-specific software.

MANAGEMENT SKILLS

- Ability to effectively plan, organise and manage own and staff time to achieve targets within a set timetable with conflicting deadlines and pressures.
- Understanding of and ability to implement SAL and BVSC personnel practices including Equal Employment Opportunity and Occupational Health and Safety.
- Contribute to the development and implementation of long term staffing strategies including attraction and retention strategies, succession planning, identifying employee learning and development opportunities and professional qualification requirements
- Well developed skills in the management of human, physical and financial resources.
- Skills in effectively managing the performance of other staff.

INTER-PERSONAL SKILLS

- Communication skills of an order sufficient to effectively:
 - Establish professional and friendly rapport with relevant stakeholders and internal and external contacts

- Establish rapport with employees to ensure efficient and effective operation of the Centre to meet agreed objectives and goals
 - Liaise with counterparts within the leisure industry generally
 - Market the Centre to prospective members in accordance with the established business and marketing plans
 - Prepare reports for management as required
 - Assist in drafting the business management and operational procedures and plans as required
 - Draft correspondence or key operational matters relating to the Centre
- Ability to demonstrate integrity, responsibility, respect and innovation in all aspects of the position.