

Role Description

Casual Pool Attendant

Cluster	Planning, Industry and Environment
Agency	Department of Planning, Industry & Environment
Division/Branch/Unit	Place, Design & Public Spaces / Sydney Olympic Park Authority
Role number	N/A
Classification/Grade/Band	Level B SOPA Managed Sports Venues Award
ANZSCO Code	TBD
PCAT Code	TBD
Date of Approval	July 2019
Agency Website	https://www.dpie.nsw.gov.au

Agency overview

Our vision is to create thriving environments, communities and economies for the people of New South Wales. We focus on some of the biggest issues facing our state. We deliver sustainable water resource and environment management, secure our energy supply, oversee our planning system, maximise community benefit from government land and property, and create the conditions for a prosperous state. We strive to be a high-performing, world-class public service organisation that celebrates and reflects the full diversity of the community we serve and seeks to embed Aboriginal cultural awareness and knowledge throughout the department.

Sydney Olympic Park Authority are custodians of the Park (a recognised 6 Star Green Star Community), with a strong commitment to creating a vibrant, sustainable community within an unequalled destination for sport, entertainment, recreation and business and one of Australia's largest and most diverse urban parklands.

Sydney Olympic Park Authority is part of the Place, Design & Public Spaces Division in the Department of Planning, Industry and Environment cluster of the NSW government. The Authority has four business units:

1. Commercial
2. Asset Management and Environmental Services
3. Venue Management, and
4. Place Management.

Venue Management

The Venue Management team is responsible for the day-to-day operations of the following sports venues and facilities that provide a diverse variety of sport, recreation and leisure activities, programs and events for the community as well as elite and high performance athlete training facilities:

- Aquatic Centre
- Archery Centre
- Athletic Centre
- Hockey Centre

- Quaycentre, Sports Halls, Satellite facilities including Tom Wills Oval, Newington Armory sports venues and Wilson Park.

Primary purpose of the role

The Pool attendant is responsible for proactive supervision of all aquatic areas ensuring patron safety and first aid, emergency incident response procedures and efficient operation of the Aquatic Centre.

Key accountabilities

- Perform day to day operational requirements to ensure the Centre exhibits the highest standards of operations and pool safety.
- Monitor and manage the facilities and provide regular reports to the Pool Supervisors.
- Respond to incidents requiring first aid treatment and complete paperwork where necessary.
- Ensure a positive relationship in all customer interactions whilst maintaining a professional and friendly manner to maximise customer satisfaction and retention.
- Liaise with other work areas and venues to provide and seek information relative to daily operations of the Centre.
- Provide assistance to patrons with regard to access and directions for use of the Centre and scheduled bookings and events.

Key challenges

- Ensuring that regular and proper maintenance of assets and facilities is carried out and maintaining sanitation and cleanliness of the Centre to required standards.
- Managing conflict situations where patron behaviour is contrary to the Centre's conditions of use or entry requirements.
- Managing risk and safety of patrons, clients and tenants in a public venue.

Key relationships

Who	Why
Internal	
Aquatics and Programs	To ensure members are integrated into their programs and associated activities
Customer Service Team	To collaboratively deliver high level customer service
Health Club Team	To ensure members are integrated into their programs and associated activities
Property and Services Team	To maintain and service assets relevant to Pool Operations and Event delivery
External	
Venue Hirer	To assist and monitor the delivery of high level service for associated bookings
Pool Operations Contractors	To maintain and service assets relevant to Pool Operations

Role dimensions

Decision making

Responsible for the quality and integrity of information. Refers matters that require a wider range of knowledge of expertise to team leader or work team. Exercises good judgement at all times.

Reporting line

Pool Supervisor

Direct reports

Nil

Budget/Expenditure

Budgets and expenditure are in accordance with approved Annual Budget and financial delegations and procedures subject to project type and sponsoring business unit.

Essential requirements



- Pool Lifeguard Qualifications recognised in NSW
- Current Senior First Aid Certificate
- Current Working With Children Check



Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Foundational
	Act with Integrity	Foundational
	Manage Self	Foundational
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Foundational
	Commit to Customer Service	Foundational
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
	Deliver Results	Foundational
	Plan and Prioritise	Foundational

 Results	Think and Solve Problems	Foundational
	Demonstrate Accountability	Foundational
 Business Enablers	Finance	Foundational
	Technology	Foundational
	Procurement and Contract Management	Foundational
	Project Management	Foundational

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework		
Group and Capability	Level	Behavioural Indicators
Personal Attributes Act with Integrity	Foundational	<ul style="list-style-type: none"> Behave in an honest, ethical and professional way Take opportunities to clarify understanding of ethical behaviour requirements Identify and follow legislation, rules, policies, guidelines and codes of conduct that apply to your role Speak out against misconduct, illegal and inappropriate behaviour Report apparent conflicts of interest
Relationships Commit to Customer Service	Foundational	<ul style="list-style-type: none"> Understand the importance of customer service Help customers understand the services that are available Take responsibility for delivering services which meet customer requirements Keep customers informed of progress and seek feedback to ensure their needs are met Show respect, courtesy and fairness when interacting with customers
Results Demonstrate Accountability	Foundational	<ul style="list-style-type: none"> Take responsibility for own actions Be aware of delegations and act within authority levels Be aware of team goals and their impact on work tasks Follow safe work practices and take reasonable care of own and others health and safety Escalate issues when these are identified
Business Enablers Technology	Foundational	<ul style="list-style-type: none"> Display familiarity and confidence in the use of core office software applications or other technology used in role Understand the use of computers, telecommunications, audio-visual equipment or other technologies used by the organisation Understand information, communication and document control policies and systems, and security protocols Comply with policies on acceptable use of technology