

ROLE DESCRIPTION
May 2022

Title & Reporting Relationships

Position Title:	Team Leader Lifeguard, Kaiārahi Tiaki Puna Kaukau, Aquatic Facilities Group
Grade	SP 11
Reports to:	Coastlands Aquatic Centre Pool Coordinator / Otaki Pool Manager
Direct Reports:	Up to four FTE (during a shift)
Purpose of the Council:	In the current local government environment the Council must be well positioned and supported to meet the current and future needs of communities for good quality local infrastructure, local public services and performance of regulatory functions in a way that is most cost-effective for businesses and households.
Purpose of the Group and the Position:	<p>The Place and Space Group comprises 6 teams; Aquatics, Libraries and Cultural Services; Parks, Open Space and Environment, Property and Facilities Maintenance, Place and Space Marketing and Events, and Property and Parks Asset Planning.</p> <p>The Group is responsible for a significant portion of the Councils' customer interactions every day as people choose to use our facilities, services and programmes at swimming pools, libraries, museums, halls, parks, sports fields, ecological reserves, community halls, housing and even our public toilets.</p> <p>Within this Group the Team Leader Lifeguard role works within the Aquatic Facilities team to provide outstanding and safe aquatic leisure opportunities to the Kāpiti Coast Community.</p>
Indirect Reports:	Aquatic Facilities team members on duty during the applicable shift
Internal Contacts:	Aquatic Facilities team
External Contacts:	Specific Contractors Pool users

KEY RESPONSIBILITIES AND OUTCOMES

In the current local government environment, the Council must be well positioned and supported to meet the current and future needs of communities for good quality local infrastructure, local public services and performance of regulatory functions in a way that

is most cost-effective for businesses and households. The Council needs to be ready for, and respond appropriately to, changes in external operating environments (such as shifts in government policy), which in turn influence how we do things. The Council is working to be well-positioned not only to see what is coming but also to take opportunities to influence the shape of these externally driven changes.

Our behaviours demonstrate our commitment to build and maintain an organisation that is acknowledged and respected for being:

- Caring – we understand our customers' needs, share information and work as a team;
- Dynamic – we bring a can-do attitude to make it happen; and
- Effective – we get it right and deliver consistent, value for money services.

Staff will be aware of political sensitivities, support equal employment opportunities, and demonstrate an understanding of the implications of the Treaty of Waitangi on the operations of a local authority.

KEY RESULTS AND OUTCOMES

Functional Key Results

- Ensure effective day to day operation of Aquatic facility when on duty.
- Maintain a high level of public relations, be interactive with all visitors to the facility and provide a friendly atmosphere encouraging visitors to want to return.
- Ensure the facility is operating under current Poolsafe requirements.
- Supervise patrons using the facility, and ensure patrons health and safety as per the normal operation procedures (NOP).
- Manage all staff on duty.
- Ensure all lifeguard staff carry out duties to a high level of lifeguard supervision and customer service.
- Maintain a high level customer safety.
- Ensure reception duties are carried out to a high standard, including telephone and desk enquiries, bookings, receipting and other administration duties as required.
- In the event of a serious incident or emergency when on duty the Team Leader will be in charge of the situation.

Pool Facility Maintenance

- Undertake the caretaking, cleanliness and security of the facility and its surrounds.
- Ensure all aspects of caretaking assigned to your shift are completed as outlined in the staff manual.

Technical Ability

- Be able to rescue and revive patrons in distress.

Leadership

- Build and maintain a happy, high performing team.
- Ensure that your staff are current in their knowledge in legislation and training is available to keep pace with best practice.
- Ensure that people policy and practices are consistently observed and implemented and that opportunities exist for ongoing professional growth and development.
- Ensure the teams are consistently working collaboratively with other Council teams in the delivery of operational and strategic outputs.
- Effectively manage day to day work output and timeframes.
- Schedule and conduct regular team meetings to enable the team to be informed and up to date in their areas and those areas that cross over with other teams.
- Ensure individual team member performance is monitored, reviewed with appropriate and timely feedback, and written performance reviews are formally completed in a timely manner.
- Ensure adequate provision of backup/cover for team members.

- Be a role model for the delivery of consistent high customer service levels to internal and external customers and champion Council values.
- Establish an effective performance culture within the team, including ongoing performance appraisals with clear performance indicators and consistent standards. Team Leaders/Supervisors/Managers are accountable for the leadership, support and coaching of their team members, the fostering of a teamwork approach to the delivery of both the team and the Group's outputs, and the identification of training and development as appropriate.

Legislative Compliance

- Keep up to date with legislation/amended legislative frameworks and be able to demonstrate the application of such changes (in work and or communicate them to others).

Project Management

- Effectively manage assigned projects to ensure on time and within budget, monitor and report regularly to manage risk and provide updates to key stakeholders.
- Ensure documentation is current, available as required and is prepared using Council standard templates/documentation.
- Ensure Council processes and procedures are complied with.

Customer Service

- Maintain a professional, courteous, and helpful attitude to all customers (internal and external) ensuring communication is accurate, succinct and in a manner which promotes customer service excellence and demonstrates organizational values.
- Maintain confidentiality at all times.

Teamwork

- Participate willingly and positively in the orientation, training and support of new staff in specific areas, providing coaching/buddy support as required.
- Provide a contribution to or participate in any projects and initiatives within the Group/organisation where required and the opportunity arises.
- Participate in initiatives and contribute suggestions as to improvements and/or efficiencies to enable ongoing quality improvement.
- Demonstrate a collaborative working style and participate as a member of the team undertaking all tasks maintaining positive working relationships with other staff members and internal and external customers

Financial Management

- Ensure all financial activity is conducted in accord with current policy and procedures.
- Ensure you work within your financial delegation.

Monitoring and Reporting

- Review, monitor and report on activity or projects as required by the manager.
- Ensure any written reports are produced using Council standard templates and are provided within the required Peer Review timeframes.

Relationship Management

- Build and maintain effective professional working relationship with all key stakeholders.
- Build and maintain effective working relationships with other council staff members based on a collaborative, collegial and cooperative working style.

Information Management

- Take responsibility for ensuring Council information is stored with the appropriate accessibility in the designated EDRMS system, using processes and tools as described in the current Information Management Policy.

Personal Key Results

- Demonstrate commitment to organisational values through behaviour that is consistent with our caring, dynamic and effective approach to customer service.
- Establish and maintain effective and efficient working relationships with all stakeholders
- Contribute collaboratively, positively and effectively to the operation of the team, the Group, and the organisation as a whole
- Take responsibility for your own self development in order to enhance skills and knowledge applicable to current and future positions.
- Exhibit behaviours consistent with the understanding of the Treaty of Waitangi and its application for the Council.
- Participate in ongoing lifeguard and facility training on a regular basis and remain within the Lifeguard Qualification industry standard (i.e. 200m timed swim and swim test).
- Understanding and apply first aid practices.

Health and Safety

All team leaders are expected to be champions for health & safety excellence.

All employees have a responsibility to work towards keeping a safe and healthy work environment by following safe work methods, identifying work place hazards and risks, using appropriate safety equipment, and complying with all policies and procedures that are in place. Employees must take reasonable care of their own health and safety and ensure their actions or inactions do not cause harm to themselves or others.

Expectations of team leader responsibilities for health and safety include but are not exclusive to;

- Visibly demonstrating to their team and stakeholders that good health and safety practices are an integral part of the Council culture
- Integrating health and safety requirements and expectations into daily business making decisions
- Proactively monitoring the resources required achieve agreed health and safety performance targets
- Reviewing health and safety performance with an inquiring mind, looking to understand and gain insight and assurance that risk is being effectively managed and balanced along with other Council priorities
- Hold self to account through setting clear expectations and performance goals that enable each person to contribute towards making Council a safe and healthy place to work.

At the discretion of the Council, as part of a rehabilitation program, you may be required to return to work to undertake such alternative duties as are available and are as reasonably within your capability and level of fitness as determined in consultation with a registered medical practitioner.

PERSON SPECIFICATION

Essential Skills, Knowledge, and Experience

- Effective interpersonal skills with a demonstrated commitment to customer service and willingness to and capability for dealing with a wide range of people within and outside the organisation.
- Holder of a current and valid New Zealand Drivers' licence.
- Hold (or be prepared to obtain) a current poolside lifeguard qualification and relevant NZQA water quality management unit standards.
- Possess skills and experience (or proven aptitude) in aquatic plant operation and poolside supervision.
- Be capable of dealing with the public in a confident, calm and friendly manner and dealing with emergency situations.
- Be able to work all shifts of the roster – weekdays, weekends, day and late shifts.

OTHER INFORMATION

From time to time, the position holder may be required to perform other duties in conjunction with the role and which are reasonably within their experience and capabilities.

Civil Defence Duties

All staff of Kāpiti Coast District Council may be required to undertake Civil Defence duties in the event of an emergency. (Training will be given as appropriate.)

The Council likewise recognises the staff member's need to ensure their family's needs are adequately catered for.

Performance Review

Performance in this position will be assessed in terms of an agreed performance plan.