

## POSITION DESCRIPTION

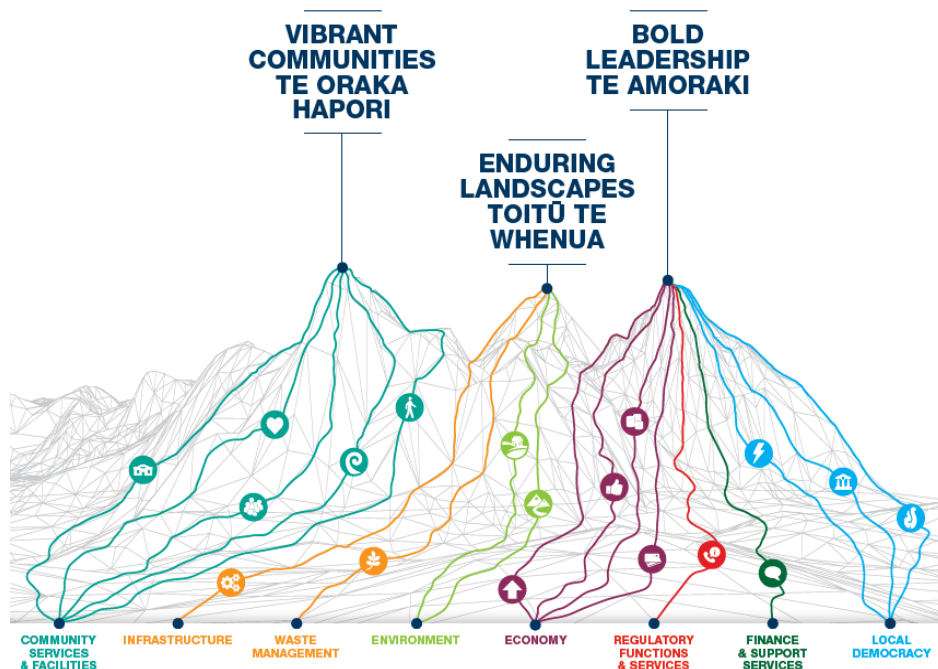
<b>Position:</b>	Health & Fitness Crew, Aquatics
<b>Division:</b>	Community Services
<b>Location:</b>	Queenstown
<b>Reports to:</b>	Aquatics Manager
<b>Date:</b>	April 2018

### BACKGROUND

Queenstown Lakes is a unique district with population and economic growth, coupled with an international reputation as a tourist destination that is unmatched. It has a relatively small number of residents (approximately 38,000 in 2018) but experiences 2 million + visitors every year.

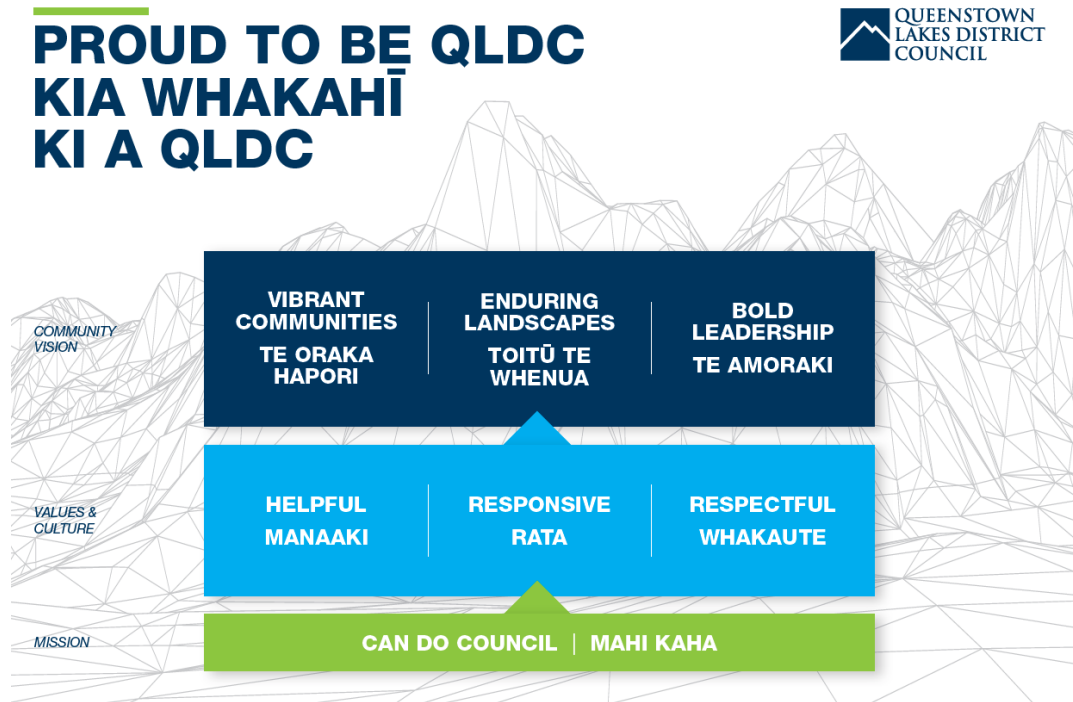
The Queenstown Lakes District Council has a central role to play in maintaining and enhancing the quality and liveability of the outstanding environment of the district. It is also has a central role in development and regulation and provides high quality services and infrastructure to residents and visitors; managing the district's parks, trails, libraries and recreational facilities; enabling sustainable development through consenting services; and regulating local activities..

The 2018-2028 Ten Year Plan aspires to create momentum in a range of areas through a focus on three peaks - enduring landscapes, bold leadership and strong and diverse communities. The 2018/2019 Annual Plan provides for a total of 380+ council staff.



## VISION, MISSION AND VALUES

We're proud to be QLDC, and our culture is an important part of who we are. The vision, mission and values set out below are the foundation for our organisational culture; how and why we go about things:



## PURPOSE

The role of Health and Fitness Aquatics Crew is to proactively ensure QLDC deliver an excellent health and safety environment, most importantly but not limited to aquatic supervision, hazard management and water rescue scenarios. To provide for all of our members a high level of customer service, product knowledge and sanitation within our facilities.

The Health and Fitness Aquatics Crew will assist with the retention and growth of memberships and/or general users through providing a welcoming facility with fun and exciting opportunities. More people, more active, more often.

## KEY TASKS

### Operational Duties:

- To supervise and manage the use of aquatic facilities and activities and positively influence customer behaviour through preventative actions that provides a safe environment for all users.
- Supervise use of facility equipment to ensure the safety and wellbeing of members.
- To maximise customers enjoyment of the aquatic facilities by providing friendly and helpful service, correct and consistent information.
- To respond quickly, appropriately and effectively to any emergencies and to customers in difficulties ensuring both personal and customer safety.

- Take proactive, preventative steps to supervise and control the use of all aquatic environments ensuring that a safe and enjoyable environment for customers is maintained.
- To take all practicable steps to ensure personal safety, and the safety of others, while at work, according to the department's and the Council's health and safety policies, procedures and systems.
- To participate in and contribute towards regular training and practice of essential aquatic and operational crew skills.
- Maintain a personal high level of competency in life-saving techniques, sufficient to perform water rescues in any of the facility's pools.
- To utilize and follow all operational procedures accurately to ensure efficient and consistent daily operational tasks achievement.
- Carry out water testing as required, to ensure water quality meets set standards and adjust chemical levels as delegated to do so.
- Carry out regular scheduled operational plant or equipment maintenance as delegated.
- Use all plant and equipment appropriately and report any anomalies or failures to the H&F Supervisors.
- Carry out regular and scheduled cleaning and sanitation tasks to ensure a high level of cleanliness in the facilities.
- Ensure members are aware of current promotions and communicate any changes in usage or memberships to members and users.
- Maintain positive relationships with local clubs, groups and societies, actively promoting sports and recreation.
- Work alongside fellow Health & Fitness Crew Members to ensure all bookings and usages are set up on time and accurately.
- Work alongside fellow Health & Fitness Crew Members to ensure all activities and equipment are managed and used correctly.
- Work alongside fellow Health & Fitness Crew Members and the Health & Fitness Supervisors to achieve usage and retention targets in a systematic and timely manner.

**Customer Services:**

- Deal with customer complaints, or concerns, promptly and fairly, liaising with the Health and Fitness Supervisors as required and wherever possible informs the person complaining of the action to be taken and the results of that action.
- Liaise with all members and visitors to ensure they are aware of all facility requirements and all facility opportunities.
- Provide an outstanding level of customer service at reception while in your roles by greeting all users by name where possible, answering requests or questions in a prompt and courteous manner and continuing to maintain high standards throughout the centre.

**Team Work:**

- The quality of services, supervision and team work amongst staff results in the facilities and activities being provided or delivered to the high standards required, safely, timely, and with a positive cooperative team approach.
- Work as a contributing part of the Health and Fitness team while subscribing to the team spirit and culture. Be a positive force.
- Maintain a close liaison and a co-operative approach to all members of staff at all times. Be honest and provide direct feedback where required.
- Attend regular staff / team meetings and training sessions as instructed that may be organised outside of regular hours.

**Health and Safety:**

- Comply with and support QLDC health and safety policies and procedures and actively participate in health and safety activities as appropriate.
- Take responsibility for personal actions while at work, making sure all practicable steps are taken to ensure personal health and safety, and the safety of others.
- Report any hazards, accidents or injuries including near-misses, muscle pain and discomfort, Dr's visits immediately via the appropriate recording form.
- Support area health and safety reps with their monthly hazard check list completion and form completion targets.
- Keep up to date with the hazard matrix and know how each identified hazard is managed.
- Maintain a high personal level of competence to render first aid and aquatic rescues to patrons in need.

**Personal Development:**

- Develop and maintain professional knowledge and contacts.
- Attend all in-house and external promotions, staff workshops and meetings as directed.
- Complete all agreed on development opportunities in a timely manner.

**Corporate Responsibilities**

- Build commitment to QLDC's vision, values and services.
- Willingly undertake any duty required within the context of the position.
- Manage own personal health and safety and takes appropriate action to deal with workplace hazards, accidents and incidents.
- Comply with all legislative requirements.
- Adhere to QLDC's Code of Conduct.

**KEY RELATIONSHIPS****Internal:**

- Aquatics Manager.
- Health & Fitness Supervisors.
- Facility Maintenance staff.
- All facility Staff.

**External:**

- Residents and users of facilities
- Contractors

**ACCOUNTABILITIES AND DELEGATIONS**

No financial delegations

No staff delegations

**PERSON SPECIFICATION**

- A current NZQA affiliated First Aid Certificate that meets the following U/S: Unit standards Group A (both of: 26551 & 25552) and/or unit standards group B (all of: 6400, 6401, 6402)
- A current NZQA affiliated Pool Lifeguard Skills Award or Pool Lifeguard Pool Competency Award (or equivalent). Must be 16 Years of age to gain these.
- High School NCEA or Bursary (minimum level of education preferred).
- Minimum 1 year experience in the supervision of aquatic activities and knowledge of aquatic facility activities.
- Experience in the supervision and control of the public.
- Experience in other recreation and leisure industry would be on an advantage.
- Would be an asset to have an educational background in Physical Education, Exercise Science, Health Education or related field;
- Must be a confident swimmer and able to swim 200m continuously and competently in less than 6 minutes but preferred in less than 4 minutes and 30 seconds.
- Must be able to competently complete 25m sidestroke, 50m Breaststroke, 5 mins treading water and you must be able to recover an object from the deepest part of the facility.
- Must be able to carry out a variety of water rescues and life-saving techniques correctly and competently.
- High level of personal and interpersonal communication skills.
- Demonstrated ability to positively communicate with, and relate well to, a broad range of people from a variety of backgrounds, cultures and ages.
- Shows ability to effectively supervise, direct and liaise with the public.
- Demonstrated ability to positively resolve any customer issues in a sensitive and empathetic manner.
- Exceptional customer service skills.
- Self-motivated and able to show initiative with all tasks.
- Takes ownership of situations and is visibly accountable for his / her outputs and contributes to an enjoyable working environment.
- Is a self-starter who maintains a consistent high level of energy in a wide variety of situations.
- Proven attention to detail.
- An understanding and interest in the sports, events and leisure industry.

## COMPETENCIES

Integrity and trust are core competencies for all employees of QLDC.

Competencies specific to the role:

<i>Customer focus</i>	Is dedicated to meeting the expectations and requirements of internal and external customers; Gets first hand customer information and uses it for improvements in products and services; Acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect.
<i>Organising</i>	Can marshal resources (people, funding, material, support) to get things done; can orchestrate multiple activities at once to accomplish a goal; uses resources effectively and efficiently; arranges files and information in a useful manner.

<i>Drive for results</i>	Can be counted on to exceed goals successfully; is constantly and consistently one of the top performers; very bottom line oriented; steadfastly pushes self and others for results.
<i>Teamworking</i>	Works well with a wide variety of people, building constructive professional relationships, ensuring clear communication, and acting in support of the organisation and colleagues.