POSITION DESCRIPTION/SPECIFICATION

1. POSITION IDENTIFICATION

Title	Pool Supervisor	**Level**	5 (LC)
Business Unit	Community Services and Facilities	**Position Number**	00618, 00979, 01514, 01515, 01770
Directorate	Customer and Community Services	**Date Established**	June 2006
Reporting to	Aquatic Supervisor	**Date Updated**	November 2026

2. KEY OBJECTIVES

- Supervision of the aquatic facilities and plant operations and responsible for monitoring and maintaining all daily aspects of the aquatic facility.
- Lead the lifeguard team to consistently provide high level customer service to both internal and external customers.
- Responsible for accurately managing the building and plant software systems.
- Monitor pool supervision requirements to ensure adequate levels of supervision are maintained.

3. KEY ACCOUNTABILITIES

- Ensure that all activities undertaken in the aquatic centre are in accordance with the City's protocols and procedures and legislative requirements, including the Department of Health Code of Practice for Safe Pool Operations.
- Ensure all programs and services are delivered in a safe, inclusive environment and meet with City's service levels.
- Perform Chief and Area Warden duties as per the Craigie Leisure Centre Emergency Management Plan.
- Ensure the pool water chemistry is compliant with legislative requirements.
- Ensure that chemical handling, use and disposal is conducted in accordance with the City's protocols and procedures, and legislative requirements.
- Comply with Work, Health and Safety (WHS) legislation, City protocols, procedures and other WHS related requirements, and actively support the City safety systems.

4. KEY ACTIVITIES

ACTIVITES

Outcome: Aquatic Operations

- Monitor supervision levels and activities in the aquatic areas during daily operations and take steps to ensure an adequate level of supervision in these areas.
- Monitor the aquatic centre's plantroom and other plant in conjunction with the Aquatic Supervisor, and coordinate any maintenance requirements.
- Ensure pool water testing is conducted daily as per the legislation requirements.
- Undertake and allocate cleaning tasks to ensure safe, clean and tidy facilities.
- Liaise with external user groups such as local schools, swimming clubs and Department of Education in relation to daily options and provide feedback to Aquatic Supervisor.
- Identify ways to improve programs and work practices.
- Daily management of the lifeguards during shift to ensure each pool is being supervised in accordance with Swimming Pool Regulations.
- Review, update and create workplace procedures and processes, as required.
- Undertake administration duties such as plantroom checks, lane tracking, spa lounge, utilities tracking, first aid incident reporting and changeroom checks.
- Assist the Aquatic Supervisor with planning and project tasks for special events held in the facility.
- Monitor the onsite delivery of scheduled and unscheduled maintenance requirements for the aquatic centre's plant room, other plant and undertake ordering processes.
- Respond to emergencies and provide first aid in accordance with established emergency procedures and rescue techniques.
- Ensure set up and operations of pool inflatable is in line with manufacturers operating manual.
- Perform other duties as requested within the scope of this level and in accordance with skills, knowledge and experience.

Outcome: Work Health and Safety

- Adhere to all City procedures to maintain a safe environment for both customers and employees.
- Be proactive in maintaining a safe and hygienic work environment through the effective supervision of customers.
- Report any incidents, unsafe practices, accidents and or injuries.
- Identify hazards, assess and control risks in accordance with established safety and health standards, policies and procedures.
- Report any maintenance or cleaning issues immediately.
- Effectively manage contractors in the aquatics area, to ensure compliance with contractor management processes, and to deliver a safe environment.
- Effectively manage customer behaviour, including incident documentation and reporting.
- Conduct emergency response and provide first aid/emergency care according to relevant procedures and rescue techniques.
- Perform the specific functions of an Authorized Person under the Local Government Act 1995.

Outcome: Customer Service

- Facilitate appropriate interaction between employees and customers.
- Maintain positive relationships with internal and external stakeholders.
- Deliver quality customer service by proactively identifying and resolving specific customer needs and exceeding their expectations.
- In collaboration with Aquatic Supervisor, identify staff training opportunities to enhance quality customer service.

5. WORK RELATED REQUIREMENTS

Essential Skills, Knowledge, Experience and Qualifications:

Skills:
- Water chemistry testing and maintenance.
- Interpersonal and verbal communication skills, with the ability to communicate effectively with employees, members and the general public.
- Customer service skills.
- Ability to use Microsoft Office.
- Ability to work as part of a team.
- Leadership, coaching, feedback and people management skills.

Knowledge:
- Legislative requirements relating to pool operations, including Code of Practice for the Design, Construction, Operation, Management and Maintenance of Aquatic Facilities.
- Aquatic centre plant operations.
- Safe work practices when working with chemicals.
- Rules, regulations and guidelines advocated by key industry bodies governing swimming.
- Work, Health and Safety legislation and practices.
- First aid and emergency management techniques

Experience:
- Maintenance of aquatic centre plantroom operations.
- Working in a service environment dealing with customers, members and the general public.
- Lifesaving and first aid techniques.
- Coordinating an emergency response.
- Supervising lifeguards and working within groups to achieve desired outcomes in a customer/member service environment.
- Delivering high quality customer service.

Qualifications / Clearances:
- Current Royal Lifesaving Society of WA Pool Operations Group 1, Aquatic Technical Operator Certificate.
- Current Royal Lifesaving Society of WA Pool Lifeguard.
- Leisure Institute of WA Aquatics (LIWA) accreditation for Aquatic Technical Operator.
- Current Provide First Aid Certificate (HLTAID011).
- Current Working with Children Check (WWCC).
- Current National Police Certificate.

6. EXTENT OF AUTHORITY

- Work outcomes are clearly defined and monitored.
- Problems can usually be solved with reference to procedures, documented methods and instructions. Assistance is available when problems occur.
- Freedom to act within defined established practices.
- Scope to exercise initiative in the application of established work procedures.

7. WORKING RELATIONSHIPS

Level of Supervision:

- Works under general supervision.

Internal:

- Craigie Leisure Centre employees.

External:

- Members and casual users of Craigie Leisure Centre.
- Commercial contractors and suppliers.
- Community user groups.
- Emergency services suppliers.

8. POSITION DIMENSIONS

NUMBER OF EMPLOYEES DIRECTLY REPORTING TO THE POSITION	0