

# Position description

## Operations Manager - Community Pools

### Our vision

Kia mahi ngātahi mō Pōneke mō tōna ā āpōpō  
Working together for Wellington's future

### Our values



**He tangata, he tangata, he tangata**  
We put people at the heart of what we do



**Whakapai ake**  
We're always improving



**Mahi ngātahi**  
We collaborate



**Mana tiaki**  
We care for our places

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### Role details

<b>Directorate</b>	Customer & Community	<b>Business unit</b>	Parks, Sports and Recreation (PSR)
<b>Reports to</b>	Community Pools Manager	<b>Location</b>	Community Pool TBC (Tawa, Keith Spry, Karori and Freyberg)

The purpose of the Community Pools team is to provide exceptional and affordable aquatic spaces and experiences so our community can be active, connected and healthy.

The purpose of the Operations Manager is to be responsible for the day to day management of the operations of their facility. This includes leading the operations team to deliver safe supervision of customers, high standards of facility presentation, water quality and professionalism.

## What you'll do

Accountabilities	Responsibilities
Facility Management	<ul style="list-style-type: none"> <li>• Manage the day to day operations of the facility to ensure success in accordance with agreed levels of service and business plans.</li> <li>• Support the Community Pools Manager with the ongoing strategic planning, development and improvement of the facility.</li> <li>• In conjunction with the Community Pools Manager, develop annual work plans which include training, performance management and development, health &amp; safety and equipment maintenance plans.</li> <li>• Deliver operational performance reporting to the Community Pools Manager.</li> <li>• Develop and monitor procedures and schedules for facility maintenance and presentation, ensuring they are effective, and making improvements where required.</li> <li>• Maintain and monitor water treatment levels and associated plant in accordance with national prescribed standards and procedures.</li> <li>• Maintain personal levels of competence sufficient to lead and carry out emergency response to customers or fellow team members as required.</li> </ul>
Customer Service	<ul style="list-style-type: none"> <li>• Ensure high quality customer service is at the heart of what the Operations team delivers</li> <li>• Ensure clear and accurate information to customers about the facility services and programmes</li> <li>• Ensure customer service systems respond quickly and effectively to customer requests and queries.</li> <li>• Ensure effective customer care and consideration including a positive, welcoming, helpful courteous manner at all times to all customers.</li> <li>• Proactively develop and maintain positive relationships with facility customers and user groups.</li> <li>• Encourage and respond positively to customer feedback, seeking assistance from the Community Pools Manager when required.</li> <li>• Ensure customer service is delivered according to protocol and standards.</li> </ul>
Services Delivery	<ul style="list-style-type: none"> <li>• Meet specified service levels for the delivery of Facility's services.</li> <li>• Staff rosters are planned and maintained to meet all health and safety and customer service requirements.</li> <li>• Ensure that all legal, corporate and industry standards are adhered to.</li> <li>• Ensure contracts or other agreements are managed effectively.</li> <li>• Ensure operational protocols, procedures, quality systems and standards are implemented and monitored and that a climate of continuous improvement is embedded in the facility.</li> </ul>
Develop and manage a highly effective team.	<ul style="list-style-type: none"> <li>• Support the team to achieve the organisation's vision and objectives.</li> <li>• Support and upskill the Duty Managers to build and enhance the capability of the team.</li> <li>• Create and maintain a culture of high performance where personal development is valued.</li> <li>• Maintain high levels of staff motivation and teamwork with a focus on service standards, value for money, and continuous improvement.</li> <li>• Support Duty Managers in the staff recruitment processes and on boarding.</li> <li>• Identify training needs and coordinate delivery of in-house training requirements.</li> <li>• Working with the Business Support Team, implement the training frameworks for staff induction and development.</li> <li>• Maintain personal levels of competence sufficient to lead and carry out emergency response to customers or fellow team members as required</li> </ul>
Relationship Management	<ul style="list-style-type: none"> <li>• Work closely with the Community Pool Manager and fellow Operations Managers to develop and implement consistency across the network</li> <li>• Work closely with SwimWell / Club Active and other colleagues based at the facility, ensuring a strong culture of collaboration and customer focus exists.</li> <li>• Establish, manage and maintain effective and co-operative relationships with all internal and</li> </ul>

	<p>external stakeholders in conjunction with the Customer Service function.</p> <ul style="list-style-type: none"> <li>• Provide expert advice and support to stakeholders and accurate and timely policy advice to PSR and other WCC units</li> <li>• Liaise with contractors and suppliers to ensure a high standard of service delivery</li> </ul>
Financial Management	<ul style="list-style-type: none"> <li>• Work with the Community Pools Manager to manage OPEX budget.</li> <li>• Adherence to Council financial policies &amp; procedures</li> <li>• Continually review opportunities for generating revenue and ways to effectively manage operational expenses</li> </ul>
Risk Management and Compliance	<ul style="list-style-type: none"> <li>• Ensure that the provisions of the Health and Safety at Work Act, Vulnerable Children’s Act, Building Compliance Act, Pool Supervision Standards and New Zealand Standards for the Operation of Public Swimming Pools are incorporated in all operational systems and procedures.</li> <li>• Comply with the Council’s Risk Management Framework, including: <ul style="list-style-type: none"> <li>○ identify, assess and monitor existing, new and emerging risks</li> <li>○ appropriately communicate and escalate risks, treatment plans, issues and events</li> <li>○ ensure all risks associated with all activities and projects are managed in accordance with the level of risk description, and that appropriate controls and mitigations are in place.</li> </ul> </li> </ul>
Leadership - you will be expected to demonstrate leadership in line with the preferred culture for the organisation	<ul style="list-style-type: none"> <li>• Demonstrate leadership behaviours in all that you do, including inspiration, vision, courage, and integrity.</li> <li>• Operate from a shared values base and positively role model and demonstrate behaviours and management practices consistent with those values.</li> <li>• Identify issues or risks to achieving business objectives, develop and implement mitigation strategies with colleagues and team members</li> </ul>
Asset Management	<ul style="list-style-type: none"> <li>• Management of the asset and deliver efficient environmentally considerate facility asset operations.</li> <li>• Supervise regular preventative maintenance checks and facilitate any repairs in consultation with the Asset Team (PSR) and the Community Pools Manager.</li> <li>• Ensure facility assets are maintained and developed, this includes utilisation management.</li> <li>• Ensure the asset management plan objectives are achieved</li> </ul>
Health and safety – Leaders will provide visible leadership in health and safety systems and practices to assist in the achieving of the value of “aspire to zero harm”.	<ul style="list-style-type: none"> <li>• Be accountable for ensuring health and safety systems and practices are adhered to consistently and with the mandate and function of your role.</li> <li>• Ensure compliance with legal requirements and the empowering of all individuals to consistently work safely across all of PSR.</li> <li>• Ensure you have current knowledge of health and safety matters as it relates to PSR.</li> <li>• Understand the hazards and risks associated with the operations of PSR.</li> <li>• Celebrate and reward health and safety successes; challenge attitudes and behaviours that don’t support workplace</li> <li>• Take responsibility for your work environment; identify hazards and risks to ensure they are addressed.</li> <li>• Work with the Business Support Team to implement health and safety frameworks.</li> <li>• Knowledge of Business Continuity Plan requirements and a bility to action if required</li> </ul>

## Qualifications and experience

<b>Qualifications</b>	<ul style="list-style-type: none"> <li>▪ A relevant tertiary qualification in Recreation Management or equivalent experience.</li> <li>▪ Water Treatment Operations Certificate</li> <li>▪ Water treatment experience</li> <li>▪ First aid qualifications</li> <li>▪ Full Driver's Licence desired</li> </ul>
<b>Experience and knowledge</b>	<p>Strong demonstrable knowledge of and experience in:</p> <ul style="list-style-type: none"> <li>▪ Customer service</li> <li>▪ Programme administration, delivery and evaluation</li> <li>▪ Staff management and leadership</li> <li>▪ Financial planning</li> <li>▪ Risk and emergency management</li> <li>▪ Building strong user group relationships</li> </ul>

## Role dimensions

### Reports

Direct reports	<ul style="list-style-type: none"> <li>▪ Duty Managers</li> <li>▪ Reception staff (if any)</li> </ul>	Indirect reports	<ul style="list-style-type: none"> <li>▪ Lifeguards</li> </ul>
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<b>DFA Level</b>	2	<b>Budget</b>	TBC
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### Key relationships

Internal	<ul style="list-style-type: none"> <li>▪ Community Pools Manager</li> <li>▪ Programmes Team Leader</li> <li>▪ Pool Operations Managers (across network)</li> <li>▪ Other Facility/Hub Staff</li> <li>▪ Business Support Team</li> <li>▪ Asset Team (PSR)</li> <li>▪ Human Resources</li> <li>▪ Contact Centre</li> <li>▪ Other Council Business units</li> </ul>	External	<ul style="list-style-type: none"> <li>▪ The public</li> <li>▪ Associations, sports clubs, interest groups, trusts and community organisations</li> <li>▪ Commercial service providers, consultants and suppliers</li> <li>▪ Schools and other Education Institutions</li> <li>▪ Local and central government agencies and bodies</li> <li>▪ Iwi</li> </ul>
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<b>Ki Te Hoe – Core Capability Level</b>	<p>Leading Teams – Increasing focus on People (eg motivating, supporting and developing teams; as well as building skills in providing oversight and achieving through others). For more details on the capabilities required for a Leading Teams role check out our <a href="#">core capability framework</a>.</p>
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Last reviewed	January 2020
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## Overview of core capabilities

Category	Capability	Description
<b>Expertise</b>	Specialist expertise	Show technical expertise as required by your role.
<b>Decisions</b>	Analytical skills	Analyse information to solve problems and make decisions.
	Making our vision real	Support the Council to achieve its vision and priorities.
<b>Results</b>	Achievement drive	Show ambition and initiative, and take accountability.
	Performing and delivering	Plan and organise to deliver results and improve how work is done.
	Delegating	Achieve results by delegating and overseeing work.
	Customer engagement	Engage effectively with our customers to understand and respond to their perspectives and needs.
	Managing risk	Identify risks and take action to manage them.
	Health and safety	Identify risks to health, safety, and wellbeing, and take action to manage them.
<b>Influence</b>	Communicating	Communicate clearly, respectfully and with impact.
	Assertiveness	State your views plainly and resolve conflicts directly.
	Managing Performance	Bring out the best in others.
	Persuasiveness	Persuade and inspire others.
	Political acumen	Work effectively within the local government context.
	Enabling change	Lead change initiatives.
<b>People</b>	Connecting	Show empathy, listen actively and connect with others.
	Collaborating	Build relationships and work with others to achieve common goals.
	Building Teams	Develop collaborative and effective teams.
	Inclusiveness	Work inclusively with people from different backgrounds and with different abilities.
	Mātauranga Māori	Show knowledge of our Treaty obligations, te reo, tikanga, and kaupapa Māori.
	Developing self and others	Invest in your personal development and developing others.