

# Role Description

## Casual Pool Operations Supervisor

Cluster	Planning & Environment
Agency	Department of Planning & Environment
Division/Branch/Unit	Sydney Olympic Park Authority
Role number	TBC
Location	Sydney Olympic Park
Classification/Grade/Band	Casual Level C SOP Managed Venues Award
ANZSCO Code	899999
PCAT Code	1119192
Date of Approval	September 2023 (updated from January 2022; and January 2020)
Agency Website	<a href="http://www.sopa.nsw.gov.au">www.sopa.nsw.gov.au</a>

### Agency overview

Sydney Olympic Park is Wangal Country and is located between Greater Sydney's two largest employment centres – the Sydney CBD and Parramatta CBD. It is a mix of land uses that include parklands and nature reserves, environmental conservation, public recreation, sports and events, residential and business uses. By 2030, Sydney Olympic Park will be connected by a station on the Sydney Metro West line 1 and is also part of Parramatta Light Rail Stage 2. This new connectivity created through major infrastructure investment signals a shift in the future role of Sydney Olympic Park.

Sydney Olympic Park Authority are custodians of the Park – being a precinct place manager, as well as a strategic master planner, and development consent authority.

The Authority is established under the Sydney Olympic Park Authority Act 2001 and is part of the NSW Department of Planning & Environment. As well as working closely with the Department, the Authority also needs to regularly engage with other government entities and the surrounding local government areas to achieve the future vision for the precinct.

### Primary purpose of the role

The Casual Pool Operations Supervisor supervises and manages pool lifeguards, overseeing the safe use of facilities and advising centre employees of any special requirements.

### Key accountabilities

- Implement operational systems and procedures and allocate resources to ensure all venue operational requirements are met and maintain high standards of service delivery, venue presentation, safety and security.

- Supervise the safe use of the facilities and promptly identify and action potential issues which may cause injury or illness to staff or patrons.
- Ensure daily booking and operational schedules are implemented to ensure customer needs are met.
- Ensure prompt resolution of customer complaints and review feedback to continually improve processes and service.
- Ensure that all supplies and assets are stored securely and properly accounted for.
- Ensure compliance with the Centre's Emergency Management Plan including carrying out duties as facility Chief Warden.
- Provide team leadership and supervise the performance of direct reports by setting work objectives, assessing performance and providing feedback, development and coaching to develop staff capabilities and meet work objectives.
- Ensure the prompt reporting and action of maintenance and cleaning issues and escalate where required.

## Key challenges

- Coordinating events across a broad spectrum of aquatic disciplines while maintaining leisure facility operations for local community user groups.
- Identifying and providing timely solutions for a diverse range of operational incidents or issues that arise within the Aquatic Centre.
- Managing risk and safety of patrons, clients and tenants in a public venue and ensuring the efficient deployment of employees in the Centre based on day-to-day priorities.

## Key relationships

Who	Why
<b>Internal</b>	
Operations Managers	<ul style="list-style-type: none"> <li>• Escalate issues, keep informed, advise and receive instructions</li> <li>• Provide regular updates on key projects, issues and priorities.</li> </ul>
Operations Team	<ul style="list-style-type: none"> <li>• Ensure an integrated organisation approach/ participate in meetings to represent work group perspective and share information.</li> </ul>
Event Technology Manager	<ul style="list-style-type: none"> <li>• Work collaboratively to meet the operational requirements for event delivery.</li> </ul>
SOPA staff	<ul style="list-style-type: none"> <li>• Ensure an integrated organisation approach/ provide support where appropriate and share information.</li> </ul>
<b>External</b>	
Venue Hirer	<ul style="list-style-type: none"> <li>• Arrange and monitor the delivery of high level service for associated bookings.</li> </ul>
Contractors, Tenants and Clients	<ul style="list-style-type: none"> <li>• Coordination of goods and services delivery; implement venue agreements; assist in the provision of service delivery.</li> </ul>
General Public	<ul style="list-style-type: none"> <li>• Promote Sydney Olympic Park through the provision of services and programs to promote Aquatic Centre usage.</li> </ul>

## Role dimensions

### Decision making

This role has limited autonomy and makes decisions under their direct control and refers to the team leader decisions that require significant change to outcomes or timeframes; are likely to escalate or require submission to a higher level of management. This role is accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes.

### Reporting line

Assistant Operations Manager, Aquatic Centre

### Direct reports

Pool Attendants x 6  
Casual Pool Attendants

### 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

- Current Senior First Aid Certificate including Advanced Resuscitation
- Pool Lifeguard Qualifications recognised in NSW
- Pool Operations Certificate or equivalent
- A Working with Children Check is an essential requirement for this role. The role has been identified as requiring a check in keeping with the Child Protection (Working With Children) Act 2012.

## Capabilities for the role

The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.




The capabilities are separated into focus capabilities and complementary capabilities

### Focus capabilities

*Focus capabilities* are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

## Focus capabilities

Capability group/sets	Capability name	Behavioural indicators	Level
 <p>Personal Attributes</p>	<p><b>Act with Integrity</b> Be ethical and professional, and uphold and promote the public sector values</p>	<ul style="list-style-type: none"> <li>• Represent the organisation in an honest, ethical and professional way</li> <li>• Support a culture of integrity and professionalism</li> <li>• Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct</li> <li>• Recognise and report misconduct and illegal and inappropriate behaviour</li> <li>• Report and manage apparent conflicts of interest and encourage others to do so</li> </ul>	Intermediate
 <p>Relationships</p>	<p><b>Communicate Effectively</b> Communicate clearly, actively listen to others, and respond with understanding and respect</p>	<ul style="list-style-type: none"> <li>• Focus on key points and speak in plain English</li> <li>• Clearly explain and present ideas and arguments</li> <li>• Listen to others to gain an understanding and ask appropriate, respectful questions</li> <li>• Promote the use of inclusive language and assist others to adjust where necessary</li> <li>• Monitor own and others' non-verbal cues and adapt where necessary</li> <li>• Write and prepare material that is well structured and easy to follow</li> <li>• Communicate routine technical information clearly</li> </ul>	Intermediate
 <p>Relationships</p>	<p><b>Commit to Customer Service</b> Provide customer-focused services in line with public sector and organisational objectives</p>	<ul style="list-style-type: none"> <li>• Take responsibility for delivering high-quality customer-focused services</li> <li>• Design processes and policies based on the customer's point of view and needs</li> <li>• Understand and measure what is important to customers</li> <li>• Use data and information to monitor and improve customer service delivery</li> <li>• Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers</li> <li>• Maintain relationships with key customers in area of expertise</li> <li>• Connect and collaborate with relevant customers within the community</li> </ul>	Adept



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**Plan and Prioritise**

Plan to achieve priority outcomes and respond flexibly to changing circumstances

- Understand the team and unit objectives and align operational activities accordingly
- Initiate and develop team goals and plans, and use feedback to inform future planning
- Respond proactively to changing circumstances and adjust plans and schedules when necessary
- Consider the implications of immediate and longer-term organisational issues and how these might affect the achievement of team and unit goals
- Accommodate and respond with initiative to changing priorities and operating environments

Intermediate



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**Technology**

Understand and use available technologies to maximise efficiencies and effectiveness

- Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks
- Use available technology to improve individual performance and effectiveness
- Make effective use of records, information and knowledge management functions and systems
- Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies

Intermediate



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**Manage and Develop People**

Engage and motivate staff, and develop capability and potential in others















- Collaborate to set clear performance standards and deadlines in line with established performance development frameworks
- Look for ways to develop team capability and recognise and develop individual potential
- Be constructive and build on strengths by giving timely and actionable feedback
- Identify and act on opportunities to provide coaching and mentoring
- Recognise performance issues that need to be addressed and work towards resolving issues
- Effectively support and manage team members who are working flexibly and in various locations
- Create a safe environment where team members' diverse backgrounds and cultures are considered and respected
- Consider feedback on own management style and reflect on potential areas to improve

Intermediate

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## Complementary capabilities

*Complementary capabilities* are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities. Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

Capability group/sets	Capability name	Description	Level
 Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate
 Personal Attributes	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Intermediate
 Personal Attributes	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
 Relationships	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
 Relationships	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
 Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Foundational
 Results	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Intermediate
 Results	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
 Business Enablers	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational
 Business Enablers	Project Management	Understand and apply effective planning, coordination and control methods	Foundational
 People Management	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Foundational
 People Management	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Foundational
 People Management	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Foundational