Operations Lead

Aquatics, Neighbourhoods & Communities

Reports to: Facility Manager

Location: Stokes Valley, Huia and Te Ngaengae Pools

Date: October 2024

Purpose of the role:

This position is part of the Aquatics Business Unit of Hutt City Council. The Aquatics Business Unit provides opportunities for Hutt City communities to participate in and enjoy an active lifestyle. The Operations Lead plays an integral part in achieving this outcome by delivering aquatic services which exceed customer expectations and provide a quality leisure experience.

Our purpose

Ko tō tātou he wāhi whai hua ki hōna tāngata - Our city where everyone thrives

At Hutt City Council we are committed to working together to create a connected, resilient and inclusive city of Lower Hutt Te Awakairangi, where all our people thrive.

As connectors, creators and leaders, we are supporting our neighbourhoods to become the architects of their future. Knowing that the work you do is meaningful and making a difference for generations to come is a great feeling.

Hutt City Council is a place you'll feel proud to be part of.

Our values



Manaakitanga *Show you care*
We are helpful, compassionate, do good and willingly give our attention.



Kotahitanga *Be Connected*
We seek and appreciate different perspectives, communicate effectively, share our knowledge and skills, and make valuable contributions that our colleagues appreciate.



Rangatiratanga *Have Courage*
We are ambitious, we explore new things, we do the right thing even if it's hard and we deal with issues directly and positively.

Our core capabilities

Our Capability Framework provides a common understanding of the capabilities, behaviours and ways of working needed to contribute to council's success. Our core capabilities are;

Toa Taumata Rau
Work as One Council

He Tātai Muka
People & Performance Focus

He Rangi tā Matawhānui
Open & Adaptable

Te Ringa Tōhau Nui
Business sense

Kāpuia Te Kākaho
Customer & Community Focus

Te Pae Tawhiti
Future Aware

Within each capability are the skills, knowledge, and behaviours that are expected to be demonstrated, depending on the level of the role.

You can find the full capability framework at **careers.huttcity.govt.nz/home**

The level of capability required for this role is:

☐ Foundational ☒ Intermediate ☐ Advanced

About the role

Lead the pool and lifeguard team	Take responsibility for poolside and office supervision. To prepare rosters for poolside staff. Ensure the Staff Operations Manual is followed by you and other facility staff. Effectively delegate responsibilities to lifeguard staff. Effectively communicate to staff the tasks to be completed and their part in achieving them. Oversee the day to day running of the pool. Ensure effective communication of Council policies and activities throughout the pool. Maintain positive working relationships with staff, ensuring early and effective resolution of conflict, and minimising opportunities for personal grievances to be taken against the Council. Provide leadership and guidance in line with Council culture and team philosophy. Ensure adherence to Council human resource policies and procedures. To complete 6 monthly and annual performance assessments of all pool lifeguards. To identify skill gaps within staff and facilitate and organise training. To facilitate professional development opportunities for Pool Lifeguards. Provide on-job training for staff as required. Ensure that first aid and lifesaving qualifications are up to date and practised.
Provide a safe environment	Comply with policies regarding the management of hazards. Follow Staff Operation Manual covering the day-to-day lifeguard supervision and customer service provided by the pool. Lifeguard the swimming pool in accordance with Staff Operations Manual. When necessary, facilitate the delivery of the Emergency Action Plan detailing pool procedures in every foreseeable emergency.

Promote excellent frontline customer service	Have a detailed knowledge of all services provided through the pool in order to: Convey accurate information to staff and customers. Promote the pool and its services to prospective customers and cater to the needs of existing customers. Lead staff in the delivery of best customer service within resources available. To interact with customers and relay feedback to the Facility Manager, on how best to cater to customer needs. To respond to enquiries from the community, ensuring all are dealt with promptly in a fair and friendly manner.
Provide a well maintained environment	The facility is clean and ready for customers at all times. Operation of the preventative maintenance programme. Attend to reactive maintenance in line with Hutt City Council policy. To ensure that the pool water quality meets NZ standard 5826. Carry out regular inspections of plant, equipment and the working environment and keep maintenance sheets up to date.
Targeted promotion of pools activities	Ensure that all information given to customers regarding services offered by the pool is both current and accurate. Liaise with all structured user groups to maximise our level of service and encourage participation.
Budget management	Maintain rosters for pool staff which are within the budget provisions set for the facility. Monitor expenditure on Chemicals, cleaning products and training to ensure best use of resources is maintained. Inform management promptly if there are foreseen issues or changes which may affect the delivery of services within budget.
Support the pool office	To ensure the procedures and standards relating to operation of the pool office contained within the Staff Operations Manual are carried out to the required standard.
Leadership	Provide strong and authentic leadership that supports our people to achieve positive outcomes, learn and grow, feel

	valued and have a sense of purpose by understanding how their work contributes to our organisational priorities. Lead and be a role model of Council's culture, values and core capabilities. Proactively look for ways to support our people to be and do their best by positively influencing and improving the people experience at every step of the employee lifecycle. Take a 'one council' approach to leadership. Have awareness of Te Tiriti o Waitangi and how this applies in a Local Government context Demonstrate and promote the use of reo Māori and other languages and customs in all that you do.
Strategy, development & planning	Develop and provide innovative ideas and solutions that enable Council to keep pace with fast-changing technologies, best practice, and trends. Prioritise and implement the Council's Strategic plan in an organised way to ensure business continuity and resource availability. Develop short term and long-term strategies and plans. Ensure effective resource planning and management across the team, with a focus on meeting service delivery expectations.
Customer experience	Foster a positive customer experience at every stage of the customer journey. Build customer loyalty and satisfaction.
Stakeholder engagement	Build and develop effective relationships, proactively engaging with others in a positive manner, including with key stakeholders and business and industry groups. Collaborate across council and with our partners to explore opportunities for continuous improvement. Develop and maintain an ongoing understanding and awareness of the organisation's political arm and aims, ensuring the ability to respond effectively and appropriately to requests for advice or services.
Change management leadership	Be an effective sponsor of change by demonstrating commitment to the change, both individually and organisationally.

	Coach and support your people through their own change journey. Provide clear, concise and timely communications to your people.
Continuous Improvement	Champion new and innovative ways of thinking. Identify, recommend and aid in the implementation of improvements to existing systems and procedures.
Financial management	Be accountable for decisions around money and assets, carefully considering the best value for money when making spending choices and managing costs to ensure expenditure is within budget. Protect council's reputation and consider the perception of how expenditure would look to stakeholders and third parties. Participate positively in the Long-Term Plan and Annual Plan budget processes, along with regular budget management, reporting and forecasting activities, to ensure accurate and quality information and advice is provided.
Risk management	Champion risk management, consult and proactively assist leaders to develop best practice systems, and drive education and awareness.
Emergency Management	Actively contribute to and participate in any training, hazard identification and/or risk management and emergency response activities relevant to the role ie: floods, slips and other weather or natural event preparedness.
Health, safety and wellbeing	Support your team to actively engage in health and safety, manage risk and overlapping duties to create a safety culture based on continuous improvement. Ensure the wellbeing of our people is a priority and that team members are encouraged and supported to participate in wellbeing activities. Prioritise health, safety and wellbeing to ensure we have the appropriate resources, skills and support for staff to work safely. You are familiar with our H&S Manuals and how to abide by and operationalise its content.

About you

Essential	Current Pool Lifeguard Practicing Certificate Current First Aid Certificate Swimming Pool Water Treatment Certificate Experience of working in a customer service environment and team leadership role. Computer literate
Desired	Certificate in Sport and Recreation level 4 or similar Worked in an aquatic facility in a leadership position

Key relationships and delegations

Number of people reporting you	15-40 lifeguards
Total number of people within your delegation	15-40 lifeguards
Operating budget	$ TBA
Capital budget	$ TBA
Core partnerships	**Internal:** Facility Manager, Lifeguards, other Aquatics staff **External:** Community and customers, contractors and suppliers, NZRA and industry providers

Being a Public Servant in Local Government

The purpose of local government is to enable democratic local decision-making and action by, and on behalf of, communities; and to promote the social, economic, environmental and cultural well-being of communities in the present and for the future.

By choosing to work at Hutt City Council, you're making a commitment to abide by the Local Government Act 2002 and subsequent Amendment Act 2010. For more information on these acts please visit: www.legislation.govt.nz and localcouncils.govt.nz

Te Tiriti o Waitangi

Council affirms Te Tiriti o Waitangi as the founding document of Aotearoa and is committed to ensuring Te Tiriti Principles of partnership, protection and participation underpin activities pursuant to the purpose and objectives of Council as they relate to our working environment.

The responsibilities in this role description may change over time due to the nature of our work and to ensure we continue to meet the needs of our community. You may also be required to perform additional duties from time to time. No significant changes to this role description will be made without consultation and agreement by you.