Lifeguard Shift Supervisor

Aquatics, Neighbourhoods & Communities

Reports to: Operations Lead (Huia, Stokes Valley or Te Ngaengae)

Location: Huia Pool + Fitness, Stokes Valley Pool + Fitness or Te Ngaengae Pool + Fitness

Date: October 2024

Purpose of the role:

The Shift Supervisor is the frontline leadership position, ensuring that customer and facility needs are met in an efficient and effective manner.

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 a team of pool staff	Take responsibility and oversee the day to day running poolside operations. Ensure the Staff Operations Manual is followed by facility staff. Be a positive role model for our Lifeguard team and lead by example. Effectively communicate and delegate responsibilities to lifeguard staff so that the assigned tasks are completed on time and to a high standard. Ensure effective communication of Council policies and activities are maintained throughout the pool. Maintain positive working relationships with staff, ensuring early and effective resolution of conflict. Provide balanced information to the Operations Lead on the performance of subordinate pool staff. Provide on-the-job training for staff as directed by the Operations Lead.
Promote excellent frontline customer service	Have a detailed knowledge of all services provided through the pool in order to convey and promote accurate information to staff and customers. Work closely with staff to deliver the best customer service within resources available. Interact with customers and relay feedback to pool management, on how best to cater to customer needs. Respond to enquiries from the community, ensuring all are dealt with promptly in a fair and friendly manner and as per Hutt City Councils customer policy and guidelines.
Maintenance	Operation of the preventative maintenance programme. Attend to reactive maintenance as needed. Ensure 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.
Leadership of Self	Seek to understand how your work contributes to our organisational priorities. Role model Council's culture, values and core capabilities.

	Proactively look for ways to support our people to be and do their best. Take a 'one council' approach to teamwork. 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.
Navigating change	Be open to changes in the way we work, the tools we use, the way we structure ourselves and the mahi we do in order to continue to meet Council and Community needs. Ask questions and participate positively during times of change, supporting others to do the same.
Continuous Improvement	Collaborate across team, council and with our partners to explore opportunities for continuous improvement. Champion new and innovative ways of thinking. Identify, recommend and aid in the implementation of improvements to existing systems and procedures.
Financial acumen	Protect council's reputation by following policies and making good choices on how to use council owned equipment, vehicles and office supplies.
Risk management	Identify risks and hazards and escalate appropriately.
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	Actively participate in health and safety activities to create a safety culture based on continuous improvement. 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, Policies and Process and agree to abide by them. Follow Staff Operation Manual covering the day-to-day lifeguard supervision and customer service provided by the pool.

About you

Essential	Current Pool Lifeguard Competency Certificate. Current First Aid Certificate. Experience of working in a customer service environment and team leadership role. Experience in working in at an aquatic facility. Computer literate.
Desired	Swimming Pool Water Treatment Certificate. Worked in an aquatic facility in a leadership position.

Key relationships and delegations

Number of people reporting you	Leading up to 5 (when in charge, although not technical reporting line)
Total number of people within your delegation	0
Operating budget	$0
Capital budget	$0
Core partnerships	**Internal:** Operations Lead, Facility Manager, Aquatics staff **External:** Community and customers, contractors, 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.