

## Your Position

<b>Your job</b>	<b>Duty Manager</b> <b>Kaiwhakahaere Ratonga Huihuinga</b>
<b>Your group</b>	Community & Partnerships
<b>Your team</b>	Recreation Porirua
<b>Your manager</b>	Operations Manager – Recreation, Hayden Collins
<b>Your base</b>	Council premises within Porirua

## What's most important to us

Porirua City is our place. A great place to live, work and raise a family. We want everyone to feel welcome, whether they are visiting, living or working here.

### Our strategic priorities are to:

- Commit to the health of Te Awarua-o-Porirua Harbour and its catchment through investment, advocacy and regulation
- Build towards a low carbon city and proactively address the challenges of climate change
- Create thriving communities where everyone can be safe and healthy – at home, work or play
- Keep tamariki and rangatahi at the heart of our city

### How we work together:

- Whakakotahi - Team up  
Mā te mahi tahi e puta ai he hua ki tō tātou hapori  
Together we make a difference for our community
- Mahi Atamai - Work smart  
Ka whakapātari i a tātou anō kia pai ake ai ngā hua  
We challenge ourselves to do things better
- Whakatinanatia - Make it happen  
Mā te whakapeto ngoi, me ngā pūkenga e tutuki ai ngā whāinga  
We use our energy and skills to get things done

## Your team's purpose

Community & Partnerships purpose is to:

- lead Council's strategic initiatives that support and manage business and commercial growth
- strengthen strategic relationship management for Council and maintain oversight of the partnership with Ngāti Toa Rangatira
- lead the Council's partnership approach with key stakeholders and community groups
- deliver community services, including library, recreation and cultural services

## Your purpose

The Duty Manager's role is to:

- manage Te Rauparaha Arena, Arena Aquatics and Cannons Creek Pool facilities on a day to day basis ensuring all activities are delivered to a high standard with safety as the first priority;
- develop and manage a high performing team of Arena Aquatic Staff;
- be involved in a high level of customer interaction as well as the deployment and supervision of the operation team. At times the Duty Manager will be the most senior person in the building.

## Who you'll be working with

Your direct reports	<ul style="list-style-type: none"><li>• Pool Supervisors</li><li>• Full time Lifeguards</li><li>• Lifeguards</li></ul>
Your indirect reports	<ul style="list-style-type: none"><li>• Swim Instructors</li></ul>
External people and groups	<ul style="list-style-type: none"><li>• Members of the public, associations, interest groups, trusts and community organisations</li><li>• Commercial service providers, consultants and suppliers</li><li>• Swim NZ and Water Safety NZ</li><li>• Facility PCBUs to include Porirua City Aquatics (PCA)</li><li>• Schools</li><li>• Local Community and Health Groups</li></ul>
Internal people and groups	<ul style="list-style-type: none"><li>• Executive Leadership Team, managers and staff at all levels of the organisation</li></ul>

## Your responsibilities

What you'll do	How you'll do it
Leadership and Management	<ul style="list-style-type: none"> <li>• Develop and lead the Arena Aquatic Team to achieve results and provide a customer focused service by setting performance expectations, providing guidance and development, monitoring individual and team performance, and providing constructive feedback/support when required</li> <li>• Lead effective and efficient financial and operational management of the Arena Aquatic Centre</li> <li>• Develop and implement work practices and processes that ensure compliance with the Health and Safety at Work Act 2015</li> <li>• Assist the Operations Manager in the recruitment of staff following Council's recruitment and selection guidelines</li> </ul>
Operational Delivery	<ul style="list-style-type: none"> <li>• To manage the Te Rauparaha Arena, Arena Aquatics and Cannons Creek Pool facilities and all included assets to a high standard, manage the purchasing and leasing of equipment and monitor operational requirements, cleanliness and functionality</li> <li>• Actively promote and oversee Health and Safety in all facilities you work in, take a lead role in responding to any accidents and incidents and actively monitor the wellbeing of all aquatic staff on your shift.</li> <li>• Ensure that the facility is opened and closed in accordance with procedures and monitor the security of the building during all opening hours</li> <li>• Maintain a high profile throughout the facility and respond positively to customer needs, expectations and comments</li> <li>• Ensure the smooth and safe day to day operations of the facility through regular inspection and monitoring. This includes managing the staffing levels as required and ensuring daily activities and programmes run smoothly.</li> <li>• Ensure the PeopleSafe system is completed for all incidents and accidents, complete reviews and investigations as required</li> <li>• Manage the set Duty Manager portfolio of work in a timely manner maintaining a high standard of work</li> <li>• Complete and submit weekly timesheets to the Operations Manager for final approval</li> <li>• Complete financial administration in an efficient and accurate manner and ensure cash security is maintained and financial procedures are complied with</li> <li>• Take a lead role with all operation aspects of managing the plant room</li> <li>• Monitor the water conditions and quality to ensure they meet agreed NZ specifications and that water treatment test are carried out and recorded as required and rectify all issues outside of the normal ranges</li> <li>• Complete the Duty Managers checklist to ensure any hazards or dangers to staff or public have been identified. Complete the checklist for the plant room. Action solutions to minimize hazards/ damages. Escalate to the Operations Manager hazards that cannot be minimised.</li> <li>• Ensure the hygiene, cleaning and maintenance of the whole building meets the high standards required and ensure all first aid equipment and supplies and stock are in date</li> <li>• Ensure all marketing material is valid and in date for the whole building</li> <li>• Attend training in order to demonstrate competency and maintain valid qualifications</li> </ul>

Relationship Management	<ul style="list-style-type: none"> <li>• Establish and maintain close working relationships with internal and external stakeholders, ensuring that relationships with key stakeholders are professional, positive and constructive</li> </ul>
Corporate Responsibilities	<ul style="list-style-type: none"> <li>• Build commitment of our vision, strategic directions, values and services</li> <li>• Willingly undertake any duty required within the context of the position</li> <li>• To be an active member of the Recreation Porirua Management team</li> <li>• Adhere to our Code of Conduct</li> <li>• Undertake civil defence and emergency management tasks as directed including participation in pre-event training and rostered duties during an emergency event</li> </ul>

## Your skills, experience and qualifications

It's essential that you have:	<ul style="list-style-type: none"> <li>• The Duty Manager will have experience of facility management at a supervisory level and confidence in applying management systems</li> <li>• Experience in leisure or a service led background</li> <li>• Ability to work flexible hours</li> <li>• Use of IT systems</li> <li>• Customer care skills</li> <li>• Problem solving</li> <li>• Staff supervisory skills</li> <li>• A comprehensive first aid qualification</li> <li>• Current New Zealand Driver's License</li> <li>• National Pool Lifeguard Award, knowledge of Learn to Swim</li> <li>• Understanding and commitment to health and safety in the workplace and it's practical application</li> <li>• Understanding and commitment to diverse workplaces</li> <li>• Understanding and commitment to the Treaty of Waitangi and bicultural issues</li> </ul>
It'd be great if you also have:	<ul style="list-style-type: none"> <li>• Knowledge and experience in water treatment (Pools)</li> <li>• Knowledge of Events and the safe management of events</li> <li>• Trainer and assessor qualification</li> </ul>

Last updated November 2023



Porirua City Council supports an inclusive and welcoming environment and is a member of Te Urū Tāngata, Centre for Workplace Inclusion.