

POSITION DESCRIPTION

Aquatic Facility Manager – Acacia Ridge Leisure Centre



Position Title	Aquatic Facility Manager
Group	Fitness and Recreation
Modern Award / Agreement	Fitness Industry Award 2010
Classification Level	Level 7
Position Status	Permanent, full-time
Reports to	Group Manager – Fitness and Recreation (or any other person who may, from time to time, be nominated)
Supervises	Aquatics staff including Lifeguards and Learn to Swim Teachers and Customer Service Staff

About the YMCA of Brisbane

Formed in 1864, the YMCA of Brisbane services over 10,000 members of the community every week and operates programs from over sixty-five sites in South East Queensland. The YMCA works from a base of Christian values to provide opportunities for all people to grow in body, mind and spirit. The services we provide at the YMCA help fund the benevolent arm of the organisation, Y-Care (South East Queensland) Inc. We are guided to achieve our mission by four key values: honesty, respect, caring and responsibility.

Industry Sector

The YMCA operates several multi-purpose fitness, aquatic and recreational Centres that seek to value add to the communities they function in through providing opportunities for all individuals to grow in body, mind and spirit. We aspire to deliver exceptional customer service and highly engaged staff in the provision of programs that focus on health, fitness and recreation for people of all ages and abilities. We have a broad range of inclusive programs including: personal and group training; community well-being; aquatics; gymnastics; vacation care; indoor sports.

Position Summary

The Brisbane City Council has engaged the YMCA to manage the Acacia Ridge Leisure Centre operations. The Aquatic Facility Manager position is responsible for all aspects of the Centre's operations, to carry out the day to day performance of services including administration, sales, aquatics and learn to swim, pool plant and equipment, programming and risk and facilities management.

Duties and Responsibilities

1. Operations Management

- 1.1 Manage the Aquatic Facility to promote the delivery of a high quality and innovative service to the local community in accordance with the YMCA Mission Statement and plan;
- 1.2 Develop, monitor, build, and implement relevant aquatic, recreational and community related programs that appeal to target markets, to generate viable and sustainable business;
- 1.3 Maximise the full potential of all facility areas by programming community activities that will be beneficial to the achievements of the overall goals of the YMCA;
- 1.4 Lead and supervise the team to drive the programs in line with business objectives;
- 1.5 Communicate and consult with Brisbane City Council in accordance with the requirements of the contract with the YMCA;
- 1.6 Manage, oversee and deliver all administrative requirements relating to the Centre's operations and in accordance with approved YMCA policy and procedures;

- 1.7 Assist in the development, implementation and monitoring of a KPI process to identify and manage opportunities for improvement;
- 1.8 Prepare and deliver monthly and annual operations reports for Council as per Management Agreement;
- 1.9 Manage the delivery of customer service to the highest of standards and in accordance with the YMCA values;
- 1.10 Ensure quality control, deal with complaints in a timely and professional manner;
- 1.11 Continue to build a successful learn to swim program.

2 Financial Management

- 2.1 Manage the financial performance of the Centre, to adhere to budget, and achieve financial goals and targets;
- 2.2 Analyse, identify, process and track invoices relating to the management of the facility, ensuring they are in line with budget and internal YMCA reporting protocols;
- 2.3 Prepare and monitor an annual expense and capital expenditure budget for the Centre;
- 2.4 Develop and implement intervention strategies to keep actual financial performance in line with budget;
- 2.5 Lead and direct the team for monthly post-evaluative process of analysing I&E's (income and expenditure) with holistic management of the financial performance of the Centre and their area of operation;
- 2.6 Ensure accurate and timely entry of stock and price data into the point-of-sale management system.;
- 2.7 Ensure all financial transactions are conducted accurately, that errors are closely monitored and investigated immediately, taking appropriate corrective action when necessary.

3 Staff Management

- 3.1 Efficiently and effectively manage human resources within the Centre;
- 3.2 Manage the optimal allocation of hours and rosters, oversee all staff hours, and publish in accordance with the industry award and YMCA procedure;
- 3.3 Manage rosters to ensure no overtime is accrued or authorised unnecessarily;
- 3.4 Run reports at the end of each pay period to manage and minimise overtime, and approvals are in accordance with the award;
- 3.5 Manage and oversee the induction process for new employees, undertake staff appraisals annually and in accordance with YMCA HR policies and procedures;
- 3.6 Provide counselling and on the job training as required and keep detailed file notes and records of underperforming staff;
- 3.7 Ensure that employees within the area of operations understand and maintain the quality system and ensure that procedures and instructions are complied with;
- 3.8 Maintain currency of all qualifications necessary to fulfil the requirements of the position;
- 3.9 Promote and represent the YMCA at an industry or sector level as required.

4 Business Development

- 4.1 Review, research and implement programs that appeal to the local community and population demographic, to increase market share;
- 4.2 Lead the development and implementation of viable and profitable programs that broadly engage the community;
- 4.3 Identify, plan and implement strategies to achieve constant improvement in learn to swim membership numbers and revenue including innovative ways to market the facilities, and remaining aware of competitor developments and activities;
- 4.4 Assess member feedback to refine and improve all operations including the documentation, investigation and management of any service failure or complaint so as to minimize harm to the business;

- 4.5 Co-ordinate marketing activities and relationship strategies for all industry sectors and agencies with whom the YMCA Centre has agreements, networks and partnerships;
- 4.6 Engage and consult with local schools, community organisations, sporting groups and the public to identify opportunities for the centre to meet local community needs;
- 4.7 Implement contemporary sales and marketing techniques, including e-business methods, to increase awareness of the YMCA Centre.

5 Marketing

- 5.1 Proactively promote and market the Centre and all programs, activities and initiatives;
- 5.2 Develop, implement and monitor marketing plans and budgets based on performance indicators for YMCA Aquatic operations;
- 5.3 Monitor income and expenditure in accordance with the approved budget;
- 5.4 Promote the development of media stories positively promoting the Centre and the YMCA;
- 5.5 Continually review and maintain the marketing collateral, ensure it is current, relevant and in line with YMCA marketing strategy;
- 5.6 Develop and proof copies of advertisements as necessary, flyers, brochures, media releases, web sites and other marketing materials;
- 5.7 Ensure that the Centre Facebook page is updated daily with relevant posts that engage and educate the member base. Ensure messages via messenger are responded to in a timely manner.

6 Facilities Management

- 6.1 Devise and manage a suitable preventative Maintenance Plan for all facilities, plant and equipment including responding promptly to report observed damage or faults;
- 6.2 Oversee all routine maintenance, and repairs;
- 6.3 Ensure water quality is maintained within industry guidelines and reporting requirements for council;
- 6.4 Manage all pool plant operations and report maintenance issues in a timely manner to council;
- 6.5 Ensure orderly arrangements for car parking, suitable presentation of the car park area, building common areas and grounds;
- 6.6 Induct and oversee all maintenance contractors for the facility and provide advice and feedback to YMCA management;
- 6.7 Undertake and document regular inspections of the facility;
- 6.8 Ensure the tidiness and cleanliness of the Centre at all times;
- 6.9 Be on call during business and outside business hours in order to address any issues and/or emergency situations;
- 6.10 Coordinate miscellaneous projects as needed, or as directed by senior staff.

Health, Safety and Environment

1. Support the management of a workplace that supports diversity including gender, cultural and generational diversity; provide equal employment opportunity and foster a respectful, inclusive workplace;
2. Take reasonable care to ensure their own safety and health and that of others, and to abide by their duty of care provided for in the legislation;
3. Maintain the work environment so as to minimise risk to both customers and staff and report identifiable risk so that immediate action can be taken;
4. Comply with the YMCA's Work Health and Safety Policies and Procedures, including those relating to your specific role as found in the OHS Management: Roles and Responsibilities document;
5. Comply with the YMCA's ICT Policies and procedures, the Privacy Act and maintain confidentiality of all YMCA information, records and files;

6. Uphold and promote the policies and mission of the YMCA of Brisbane including compliance with all practices in the “YMCA Quality Manual”;
7. Must be aware of and implement the YMCA’s Safeguarding Children and Young People Policy;
8. Any other duties as determined by the Chief Executive Officer as required.

Key Physical Requirements

1. Walking / standing – Constant
2. Sitting – Constant
3. Squatting/ bending/kneeling – Frequent
4. Working outdoors – Frequent
5. Fine motor skills (keying, typing) – Constant
6. Gross motor skills (setting up, packing up) – Frequent
7. Lifting/carrying up to 10kg - Frequent

(Key = Occasional 1-33%, Frequent 34-66%, Constant 67-100%)

Position Requirements / Selection Criteria

1. Minimum of 5 years’ operations management experience of a fitness facility, including financial, pool plant operation, learn to swim and management responsibilities;
2. Financial management skills, including preparation, management and reporting of budgets;
3. Experience using systems including; customer relationship management, financial management;
4. Proven capacity to establish networks and build positive relationships with a wide variety of stakeholders;
5. Proven ability to develop and manage customer relationships;
6. Demonstrated results orientation, sound judgement and problem solving ability;
7. Demonstrated excellent staff management skills;
8. High level of written and verbal communication skills;
9. Proven ability to work autonomously and/or as part of a team and to prioritise, schedule and perform tasks to meet schedules and quality standards;
10. Ability to handle, in a professional manner, queries, complaints and any difficult situations which may arise;
11. Willing and able to work flexible hours as determined by the business and requirements of the Centre;
12. Proven experience and ability to manage the maintenance requirements for a multi-faceted facility;
13. Current Pool Operators Certificates (Royal Lifesaving Australia);
14. First Aid and CPR Certificates;
15. Current Open Drivers Licence;
16. Currently possess, or be willing to obtain, a positive notice Blue Card in accordance with the Working with Children (Risk Management and Screening) Act 2000;
17. Achievement of YMCA’s Safeguarding Children Training Certificate and complete annual refresher training.

Approval

Date Position Description Created / Revised:	January 2019
Position Description approved by:	Chief Executive Officer
Signed:	
Date of Approval:	

Acknowledgement and Acceptance of Position Incumbent

I acknowledge that I have received and reviewed a copy of the position description for the role of Aquatic Facility Manager.

I confirm that I fully understand all my job duties and responsibilities and that I am able to perform the essential functions as outlined. I understand that my job may change on a temporary or regular basis according to the needs of my service without it being specifically included in the position description.

I have discussed any questions about this job description with my immediate supervisor prior to signing.

Employee Name: _____

Date: _____

Employee Signature: _____

RETURN TO HR

