

Role Description

Pool Attendant

Cluster	Planning, Industry & Environment
Agency	Place, Design and Public Spaces Division
Division/Branch/Unit	Sydney Olympic Park Authority
Location	Sydney
Classification/Grade/Band	Level 2 SOP Managed Venues Award
Date of Approval	January 2020 (updated May 2020)

Agency overview

As a world-leading precinct built on the legacy of the Sydney 2000 Olympic & Paralympic Games, Sydney Olympic Park is diverse and carefully-planned, bringing together the best in residential living, sport, entertainment, recreation, business, education and the environment, right in the heart of global Sydney.

Sydney Olympic Park Authority are custodians of the Park, with a strong commitment to creating a vibrant, sustainable community within an unequalled destination for sport, entertainment, recreation and business and one of Australia's largest and most diverse urban parklands.

Sydney Olympic Park Authority is part of the Place, Design and Public Spaces Division in the Department of Planning, Industry and Environment cluster of the NSW government. The Authority has four business units:

1. Commercial
2. Asset Management and Environmental Services
3. Venue Management
4. Place Management

Venue Management

The Venue Management team is responsible for the day-to-day operations of the following sports venues and facilities that provide a diverse variety of sport, recreation and leisure activities, programs and events for the community as well as elite and high performance athlete training facilities:

- Aquatic Centre
- Archery Centre
- Athletic Centre
- Hockey Centre
- Quaycentre, Sports Halls, Satellite facilities including Tom Wills Oval, Newington Armory sports venues and Wilson Park.

Primary purpose of the role

The Pool attendant is responsible for proactive supervision of all aquatic areas ensuring patron safety and first aid, emergency incident response procedures and efficient operation of the Aquatic Centre.

Key accountabilities

- Implement and proactively monitor the use of facilities by public and sporting groups in accordance with the Centre's programs and policies.
- Implement operational systems and procedures to ensure all venue operational requirements are met and to maintain high standards of service delivery, venue presentation, safety and security.
- Ensure that all assets/supplies are stored securely and properly accounted for.
- Ensure potential safety issues which may cause injury or illness to staff or patrons are addressed or reported immediately.
- Provide a high level of customer service to assist in ensuring patrons comply with the Centre's conditions of use and entry requirements.

Key challenges

- Ensuring that regular and proper maintenance of assets and facilities is carried out and maintaining sanitation and cleanliness of the Centre to required standards.
- Managing conflict situations where patron behaviour is contrary to the Centre's conditions of use or entry requirements.
- Managing risk and safety of patrons, clients and tenants in a public venue.

Key relationships

Who	Why
Internal	
Pool Operations Supervisors	Escalate issues, keep informed, advise and receive instructions Provide regular updates on key projects, issues and priorities
Operations Team	Ensure an integrated organisation approach/ participate in meetings to represent work group perspective and share information
SOPA staff	Ensure an integrated organisation approach/ provide support where appropriate and share information
External	
Venue Hirer	To arrange and monitor the delivery of high level service for associated bookings
Contractors, Tenants and Clients	Coordination of goods and services delivery; implement venue agreements; assist in the provision of service delivery
General Public	Promote Sydney Olympic Park through the provision of services and programs to promote Aquatic Centre usage

Role dimensions

Decision making

Responsible for the quality and integrity of information. Refers matters that require a wider range of knowledge of expertise to team leader or work team. Exercises good judgement at all times.

Reporting line

Pool Supervisor

Direct reports

Nil

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 Advance Resuscitation
- Pool Lifeguard Qualifications recognised in NSW
- Current Working with Children Check




Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework


Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework

Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Foundational
	Act with Integrity	Foundational
	Manage Self	Foundational
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Intermediate
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
 Results	Deliver Results	Foundational
	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Foundational

NSW Public Sector Capability Framework

Capability Group	Capability Name	Level
 Business Enablers	Finance	Foundational
	Technology	Foundational
	Procurement and Contract Management	Foundational
	Project Management	Foundational

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes Manage Self	Foundational	<ul style="list-style-type: none"> • Be willing to develop and apply new skills • Show commitment to completing work activities effectively • Look for opportunities to learn from the feedback of others
Relationships Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> • Support a culture of quality customer service in the organisation • Demonstrate a thorough knowledge of the services provided and relay to customers • Identify and respond quickly to customer needs • Consider customer service requirements and develop solutions to meet needs • Resolve complex customer issues and needs • Co-operate across work areas to improve outcomes for customers
Results Demonstrate Accountability	Foundational	<ul style="list-style-type: none"> • Take responsibility for own actions • Be aware of delegations and act within authority levels • Be aware of team goals and their impact on work tasks • Follow safe work practices and take reasonable care of own and others health and safety • Escalate issues when these are identified
Business Enablers Technology	Foundational	<ul style="list-style-type: none"> • Display familiarity and confidence in the use of core office software applications or other technology used in role • Understand the use of computers, telecommunications, audio-visual equipment or other technologies used by the organisation • Understand information, communication and document control policies and systems, and security protocols • Comply with policies on acceptable use of technology