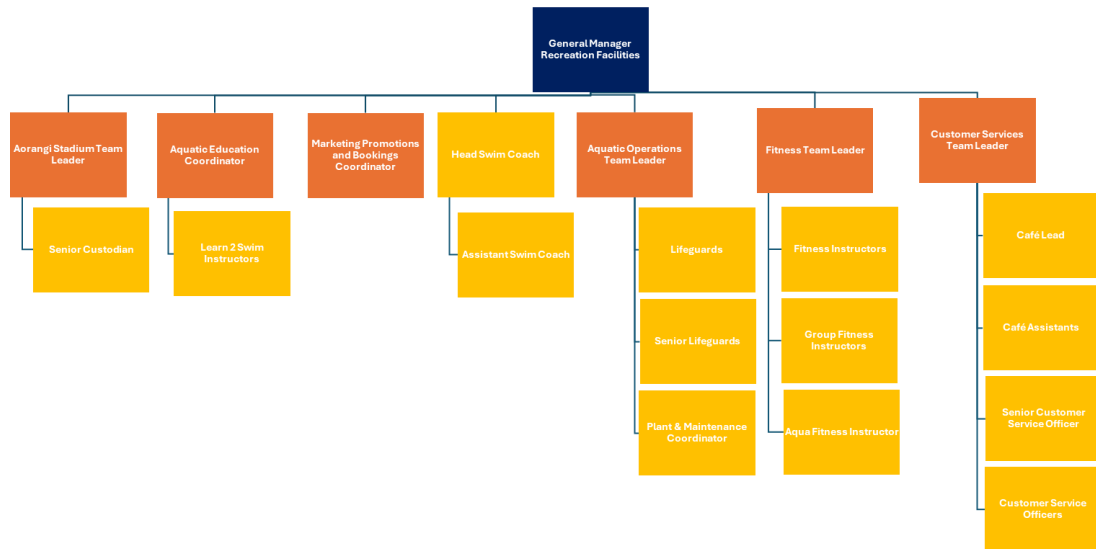


## Position Description: Aquatic Operations Team Leader

<b>Business Group</b>	Recreation Services
<b>Reports To</b>	General Manager Recreation Facilities
<b>Direct Reports</b>	14
<b>Date</b>	April 2026

### Business Group Structure



### Position Responsibilities

Your general duties include those outlined in this position description and may be reviewed and updated from time to time in consultation with you. You will also be required to undertake any other duties that are within your ability to perform, if asked to do so.

### Aquatic Operations

1. Oversee facilities and equipment ensuring they are maintained to an acceptable standard.
2. Oversee the facilities, ensuring they are utilised to their maximum potential.
3. Oversee performance of aquatic team ensuring high quality performance with a focus on safety and professionalism.
4. Ensure all records are maintained in an effective, efficient and compliant manner.
5. Ensure highest standards are maintained across all service areas regarding presentation, safety and cleanliness.
6. Develop and oversee Aquatic Services policies, procedures and work practices as required for the safe and efficient operation of the facility. Oversee and monitor compliance with policies and procedures.
7. Liaise with the stakeholders of the Aquatic Centre to ensure comprehensive utilisation and development of the facility.
8. Lead the preparation and planning for Summer Pools including coordination of staffing, and supporting with maintenance planning and business operations.
9. Oversee the maintaining of Poolsafe Standards and Accreditation for all TDC Aquatic Facilities.
10. Maintain a high public profile of the Aquatic facility and promote the facility in a creative and attractive manner so as to establish and maintain a positive public image.
11. Liaise with and take direction from the General Manager Recreation Facilities in relation to daily work activities and achieving overall Aquatic Centre objectives.
12. Support coordination of bookings for the effective management and control of the Aquatic facility.
13. Along with the Plant and Maintenance Coordinator, establish and maintain maintenance schedules and manage reactive maintenance issues including liaising with contractors.

#### **Financial**

1. Actively assist in the development and implementation of Aquatic Services and the Centre's activity plan.
2. Assist the General Manager Recreation Facilities with preparation of annual budgets for the operation of the Aquatic facility and monitor financial performance throughout the year in accordance with budget parameters.
3. Accountable for the revenue and expenditure of the Aquatic facility.
4. Maintain appropriate attendance and statistical/accounting records.

5. Generate and suggest ideas to contribute to unit cost saving strategies and execute initiatives.

### **Health and Safety**

1. Actively contribute to health, safety and wellbeing through demonstrating a high commitment to safety, taking responsibility for keeping self and colleagues free from harm, reporting all incidents and hazards promptly and knowing what to do in the event of an emergency.
2. Take responsibility for the development and implementation of policies, procedures and work practices with prioritisation of safety as a core value.
3. Manage daily operations to ensure safety and customer satisfaction.
4. Provide adequate information and advice to staff and management in relation to required maintenance and Health Department compliance.

### **Leadership**

1. Supervise and provide direction to staff of the Aquatic Centre, according to legislative requirements and budget parameters in order to achieve strategic and operational objectives.
2. Ensure all rosters are completed at least two weeks in advance, timesheets completed accurately and on time and then sent to Payroll for processing.
3. Support process improvements and resource optimisation. Quickly and effectively addresses road-blocks, issues or problems.
4. Effectively convey vision, ideas, goals and issues. Exercise initiative in the accomplishment of departmental and organisational objectives.
5. Actively engage in setting goals and objectives for self and team.
6. Set and monitor work outcomes for aquatic team. Give and receive constructive feedback.
7. Actively participate in the recruitment of suitably qualified and competent Aquatic facility staff and oversee the retention of these staff members.
8. Oversee delivery of appropriate standards, qualifications, compliance training and revalidations for Aquatic facility staff.
9. Train and develop team to meet performance goals. Effectively utilise technical skill capacity and knowledge of team members.
10. Promote team work, inter-department co-operation and knowledge sharing.
11. In conjunction with Recreation Facilities team, develop technical solutions to new or complex problems.

### **Other**

1. Undertake any other duties consistent with the level of the position and as reasonably required by the General Manager Recreation Facilities.
2. Take responsibility for ensuring Council information, data and records are stored with appropriate accessibility in designated systems, using processes and tools as described in the current Information Management Policy.
3. To be actively involved in Civil Defence Emergency Management when required.
4. To live the COSI values; Customer Focus, One Team, Success and Integrity and consciously create a team culture that is consistent with the overall organisations values and above the line behaviours.
5. Commitment to the principles of the Treaty of Waitangi.

### Formal Qualifications / Training / Experience

<b>Minimum Qualification</b>	NZQA Certificate in Aquatics Level 3 or equivalent.
<b>Desired Qualification</b>	Level 4 Management and/or Recreation Qualifications.
<b>Minimum Experience</b>	5 years of working experience and knowledge in a first line leadership position.
<b>Desired Experience</b>	8 years of working knowledge, experience and leading a team. Knowledge of swimming pool plant and maintenance.
<b>Mandatory Training requirements (these may be reviewed and updated from time to time)</b>	Chemical storage and handling, first aid, pool lifeguard practicing certificate. Pool Water Treatment and Operations course.

### Key Competencies / Skills / Knowledge

- Comprehensive knowledge of the recreation industry particularly with current trends, programs and initiatives relevant to operating an aquatic facility.
- Working knowledge of Occupational Safety and Health Legislation and Regulations relevant to an Aquatic Centre environment.
- Sound understanding of the Health and Safety at Work Act 2015.
- Working knowledge of Swimming Pool Plant Operation and Maintenance.
- Proven business acumen within recreation or related environment.
- Well-developed supervisory skills with the ability to build and maintain a cohesive and effective work team.

- Ability to lead and develop team to fully utilise skill and technical capacity, to achieve individual, unit and organisational goals.
- Sound working knowledge of unit function/s with the ability to support process improvement.
- Knowledge of standard business and financial process and terms.
- Effective written, verbal and non-verbal communication skills.
- Ability to give and receive constructive feedback.
- Excellent public relations and collaboration skills with the ability to work with a diverse range of stakeholders and able to de-escalate a volatile situation.
- Ability to problem solve and self-manage.
- Well-developed organisation and time management skills.
- Intermediate computer and administration skills.
- Current Senior First Aid qualifications.
- Hold a current Full, Clean Class 1 New Zealand driver's license.
- Hold a current Police clearance and Working with Children check or ability to obtain.
- High level of honesty, integrity, confidentiality and a trustworthy manner.

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**General Manager Recreation Facilities**

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**Aquatic Operations Team Leader**

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**Date**

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**Date**