

Engagement Description

Title		Casual Pool Supervisor
System Identifier		CAS_POOL_SUP
Directorate		Corporate & Community
Division		Corporate Services Group – Leisure Centres
Reports to		Regional Pool Coordinator
Grade		CAS_HILL38G6
Date Reviewed		August 2026

Primary Purpose

Pool Supervisors are responsible for the safe, efficient and customer-focused operation of Council's leisure centres during allocated shifts. They provide leadership and supervision to Lifeguards, Kiosk Attendants and Swim Teachers, ensuring high standards of safety, customer service, facility presentation, legislative compliance and team performance while supporting the day-to-day operation of the leisure centre.

This document describes the key responsibilities of the engagement and is not designed to be prescriptive. The incumbent will contribute to Council's vision "*Hilltops is a thriving region offering a relaxed country lifestyle and diverse economy. We value and protect our friendly community spirit, pristine natural environment, and deep cultural heritage. We have strong connections, making the Hilltops region a vibrant place to live, work, play and invest*", promote our organisational values: **Safety, Trust, Accountability and Respect** and use these to guide decisions, actions and conduct.

Key Accountabilities

- Contribute to a safe workplace by complying with legislative and organisational Work Health and Safety requirements.
- Lead and supervise leisure centre staff during allocated shifts, coordinating staffing levels, work activities, breaks and daily operations to ensure the safe and efficient delivery of services.
- Provide leadership, coaching and on-the-job support to staff, assisting with training, emergency exercises and the development of staff capability and performance.
- Coordinate risk management and workplace safety activities, including daily risk assessments, toolbox talks, hazard identification and the implementation of safe work practices, and ensure these are appropriately recorded, investigated and escalated where required.

- Coordinate admissions, kiosk and customer service operations, including cash handling, stock control and food safety requirements, and provide operational support where required.
- Ensure patron safety and a positive customer experience by proactively overseeing compliance with pool rules, addressing operational issues and supporting emergency response activities.
- Maintain cleanliness, presentation and operational readiness of facilities, amenities, equipment and surrounding grounds, coordinating staff and reporting maintenance requirements as necessary.
- Oversee water quality, pool plant operations and routine operational checks, ensuring compliance with Council procedures, relevant standards and NSW Health requirements.
- Act as the key liaison between staff and the Regional Pool Coordinator, communicating operational matters, escalating issues & supporting effective day-to-day operation of Council's leisure centres.
- Maintain professional and legislative compliance standards, including participation in training, adherence to Council policies and procedures, appropriate conduct and personal presentation of lifeguards and those working in the kiosk.
- Create and capture information in Council's designated databases to ensure legislative compliance.
- Contribute to the performance of Council by demonstrating professional conduct, making the best use of knowledge, experience & skills and being accountable for own decisions and actions.

Essential Criteria

1. Demonstrated experience of 3 or more years as a Pool Lifeguard, with proven leadership, communication and front-line supervisory skills, including the ability to lead and support staff in a customer-focused environment.
2. Demonstrated ability to undertake admissions, cash handling, kiosk operations and basic computer-based administrative tasks.
3. Sound knowledge of NSW Health requirements, Work Health and Safety legislation, emergency procedures, water quality management and aquatic facility operations.
4. Current Pool Lifeguard, Provide First Aid and CPR Certificates.
5. Current Royal Life Saving Society of Australia Pool Duty Manager Certificate, Aquatic Technical Operations Certificate & Food Safety Supervisors Certificate (hospitality), or equivalent.
6. Current NSW Working with Children Check for paid employment.
7. Current Class C Driver Licence (Provisional licence acceptable).
8. Availability to work weekends, public holidays and other hours as required to meet operational needs.

Desirable Criteria

1. Current Swim Australia Teacher or AUSTSWIM Teacher of Swimming and Water Safety certification.
2. Royal Life Saving Society of Australia Approved Workplace Supervisor qualification.
3. Certificate III In Sport, Aquatics & Recreation or equivalent.

Decision Making

The incumbent has the authority to take any reasonable steps to ensure the achievement of agreed objectives set out in the relevant business plan. The role may have delegations from the General Manager as set out in an instrument of delegation. All decisions must be in accordance with legislation and Council policies & procedures. Decisions should be consistent with the objectives of Council's strategies & plans. All staff have the power to stop work in circumstances that are deemed an immediate risk to health and safety until a satisfactory resolution is agreed and implemented.

Acceptance of the role

This document is a broad description of the accountabilities, duties and required capabilities relating to the engagement. It may evolve and change over time in line with changing strategic and operational requirements. Continuing development, change and improvement of processes, practices, knowledge, skills and behaviours are expected at Hilltops Council.

I have signed below in acknowledgement of reading, understanding and accepting the contents of this document. I accept that, with consultation, my duties may be modified by Hilltops Council from time-to-time as necessary. By signing, I agree to work in accordance with the above, and will abide by Hilltops Council's Code of Conduct, policies and procedures.

Name:

Signature:

Date: