

Position Title

Pool Attendant

Award Classification

Dorset Council Enterprise Agreement 2022, or any applicable Agreement that replaces it.

Date Reviewed

August 2025.

Our Vision

An inclusive, thriving and connected community.

Our Values

Leadership

We lead by example through our behaviours and approach to work. We are a proactive advocate for the community, and engage with the community in determining and driving a vision for Dorset.

Creative Thinking

We foster a solution-driven environment that embraces innovation and inspires fresh approaches in adapting to and creating change.

Customer Service

We meet our service standards in a professional and responsive manner.

Engagement

We communicate openly and encourage the active participation of the community.

Respect

We engage in open dialogue, whilst accepting there will be differences of opinion.

Financially Responsibility

We deliver services to the community in a sustainable and strategic cost effective way.

Our values influence our interaction with each other and our customers. We reinforce our corporate values during recruitment, induction and management of our people.

Position Objectives

- Provide frontline customer service in an efficient, resourceful and professional manner;
- Assist in the day-to-day operations of the Scottsdale Aquatic Centre (**Aquatic Centre**).

Key Responsibilities and Performance Requirements

Aquatic Centre Operations

- Deal efficiently, accurately and professionally with all enquiries to achieve a positive customer service experience;
- Assist Aquatic Centre users and staff with a range of services including point of sale, cash handling functions, retail, kiosk sales, barista duties and general enquiries;
- Develop a comprehensive knowledge of Aquatic Centre functions and products and promote and provide quality customer care at all times;
- Perform accurate point of sale and cash handling functions;
- Ensure all record keeping is accurate and details are maintained confidentially;
- Maintain a professional kiosk and retail area that includes the restocking of shelves and neat presentation of all stock/merchandise;
- Provide first aid attention as directed by Lifeguards;
- Cleaning of Aquatic Centre facilities including toilets, changes rooms, kiosk and general areas in accordance with duties list and/or as directed by the Lifeguard Supervisor or Aquatic Centre Manager;
- Assist with the performance of maintenance tasks in accordance with the Maintenance Duties Schedule and/or as directed by the Lifeguard Supervisor or Aquatic Centre Manager.

Other

- Perform all duties in a manner which is without an unacceptable level of risk to your own health and safety, other employees, customers or the community in general;
- Demonstrate a proactive approach to professional development by seeking and engaging in opportunities to build role relevant skills and knowledge;
- Proactively contribute to induction processes, including your own, to ensure that newcomers receive effective support and guidance, facilitating their learning and integration into the team;
- Comply with any direction or education provided by Council to safeguard the safety and well-being of vulnerable individuals, including children and young people;
- Maintaining a working knowledge of legislative requirements and Council's policies and procedures that relate to the role;
- Comply with and promote compliance with Council's policies and procedures and any reasonable and lawful direction given by a leader in relation to the same;
- Other duties as reasonably directed by the Lifeguard Supervisor or Aquatic Centre Manager that are within the scope of the role and appropriate to the employee's level of training, experience and skills.

Organisational Relationships

Reports To

- Aquatic Centre Manager
- Lifeguard Supervisor

Internal Liaisons

- Council Employees
- Management Team
- Councillors

External Liaisons

- School groups
- Members of the public
- Private and professional organisations

Accountability, Authority, Judgement and Decision Making

- Authority and responsibility to carry out all functions, duties and responsibilities in accordance with Dorset Council's requirements of the Pool Attendant;
- Accountable to the Aquatic Centre Manager for the performance of duties.

Skills and Knowledge

Qualifications and Accreditations

- Provide First Aid (HLTAID011 includes CPR and Basic Life Support) certificate;
- EHA Food Safety Level 1 (Section 1) training;
- Working with Vulnerable People accreditation (when applicable).

Skills and Attributes

- Excellent customer service skills;
- Ability to provide information to customers about the Aquatic Centre and to promote the sale of any products or services being offered at the Aquatic Centre;
- Well-developed skills in general administration (particularly point of sale reconciliations) along with good organisation skills;
- Ability to work as part of a cohesive team along with excellent communication skills enabling a professional relationship with customers and the broader team;
- A standard of health and physical capability sufficient to meet the inherent requirements of the role.

Desirable

- Conflict resolution and problem solving skills;
- Ability to assess risk, implement strategies to manage risk and act quickly;

Skills and Knowledge

- Decisiveness and ability to make decisions under pressure.

Personal Attributes

- Motivated and enthusiastic;
- Personable and able to contribute to an enjoyable recreational experience for patrons;
- A positive 'can-do' attitude and willingness to learn;
- Flexibility, adaptability, resourcefulness and initiative;
- Ability to build and maintain co-operative relationships.
- Ability to work flexible hours, including weekends and Public Holidays.

I, _____ (*name*) have read and understood my position description and agree to perform my role in accordance with the objectives, responsibilities and performance requirements set out in this position description.

Employee Signature: _____ Date: _____