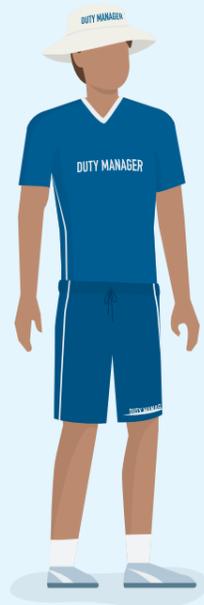


> FRONTLINE ROLE SPOTLIGHT:  
DUTY MANAGER (AQUATICS)



CAPABILITIES

VALUES & BEHAVIOURS

<b>Safety</b>	Consistently ensures adherence to safety standards and best practice, swiftly addresses hazards, and fosters a culture where safety is paramount.
<b>Problem Solving</b>	Negotiates positive day-to-day outcomes through strong communication, feedback incorporation, and adaptability while maintaining a welcoming and inclusive environment for patrons and staff.
<b>Teamwork</b>	Promotes collaboration, mutual respect, and support among team members by leading by example, recognising individual contributions and emphasising collective achievement of goals.
<b>Learning &amp; Development</b>	Is constantly learning about systems, safety and professionalism through seeking feedback, in-service training, keeping on top of policies and procedures, and supporting team.

TECHNICAL SKILLS

- Aquatic operations
- Risk management
- Safety guidelines
- Emergency response
- Cash reconciliation

SOFT SKILLS

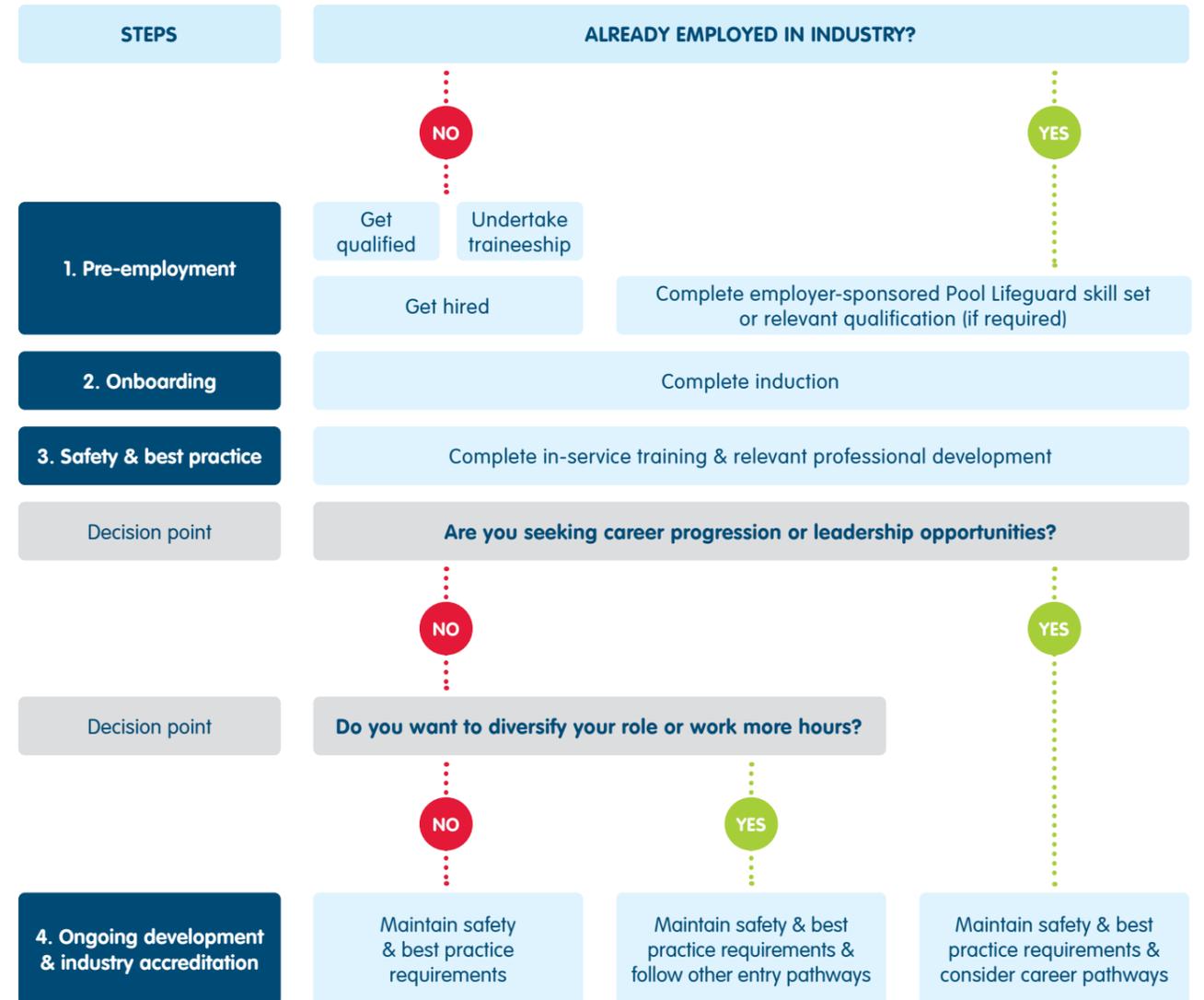
- Communication
- Time management
- Conflict resolution
- Leadership
- Customer service

“Duty managers provide on-shift supervision and leadership of aquatic facility staff, ensuring day-to-day frontline operations run smoothly.”

SAFETY & BEST PRACTICE

Initial Qualification	Re-Accreditation	Onboarding / Induction	In-Service Training	Health Requirements	Fitness Requirements
Nationally recognised Pool Lifeguard skill set Working with children check or equivalent	Annual re-accreditation of initial qualification	Orientation to facility, plant equipment, safety rules Emergency Procedures Supervision Plan Aquatic risk assessment Relevant plant and equipment Escalation procedures Child supervision and safety policies etc.	Three-monthly Includes: Operations manuals Industry practices Emergency planning Incident management Supervision Water rescues	20/20 vision (with corrective lenses) Good hearing (with aid) Medical approval if required Immunisations	Annual fitness test: Object retrieval 25m swim 25m tow Patient extraction

TYPICAL ENTRY PATHWAY: DUTY MANAGER (AQUATICS)



DEVELOPMENT PATHWAYS

Duty managers provide on-shift supervision and leadership of aquatic facility staff, ensuring day-to-day frontline operations run smoothly. In addition to being responsible for coordinating emergency and incident response, acting as chief wardens and completing incident reports, they provide backup support to pool lifeguards to ensure the safety of patrons and appropriate pool supervision.

Often, duty managers assist in covering key areas of frontline service, update rosters, ensure facilities are clean and presentable, monitor water quality and ensure service area procedures are followed to comply with regulations and standards.

PATHWAYS

Typically, duty managers progress in the industry through the Aquatic Operations Pathway into roles like aquatic operations team leader or coordinator while in the industry. However, many are students studying for or already working in other professions, and are taking on casual or part-time work to fit around these other commitments.

Future employers value the prioritising, conflict management and problem solving skills duty managers possess, as well as their leadership, professionalism and risk management experience. These skills are highly transferable and valued in a range of industries, particularly those seeking to work in leadership and management.

A TYPICAL DUTY MANAGER (AQUATICS)\*:

- Earns between \$26 – 35 per hour
- Performs more than one job role
- Joined the industry between 15 – 24 years old
- Has been in the industry for more than six years
- Thinks they will continue to work in current role for five years or less
- Also works as a pool lifeguard
- Works more than 26 weeks per year
- Works for one organisation

\*According to Royal Life Saving research