CVM

CITY VENUE MANAGEMENT

POSITION DESCRIPTION

Position Title:

Chief Lifeguard Aquatics - Gold Coast

Position Classification:

Non-Award Covered

OUR PURPOSE

CREATE EXPERIENCES THAT DELIGHT AND ENGAGE.

At City Venue Management (CVM), every person plays an important role in creating experiences that delight and engage. Our truths are unique to us, they shape how we behave and underpin our purpose. As an employee of CVM you are expected to model behaviour aligned with our truths:

FUN AND ENERGY ARE CONRAGIOUS

Positivity feeds positivity, smiles provoke smiles

People are drawn to environments that are challenging yet enjoyable

Don't wait for others to infect you. "BE THE SOURCE"

NEW KNOWLEDGE DRIVES PROGRESSION

We grow by seeking internally and externally

Education, experience, observing, practicingDon't wait for others to

Seek to understand "BE CURIOUS"

COLLABORATION ENABLES CREATIVITY

Diverse teams working toward common goals develop unique solutions

Respectful, passionate disagreement and refined ideas lead to innovation

Integrated teams leverage "COLLECTIVE GENIUS"

SIMPLICITY ALLOWS AGILITY

It's simple to make things complex and complex to make them simple

Strive to find practical solutions to challenging problems

Big organisations can be fast, "FLEXIBILITY CREATES FREEDOM"

MATURITY IS NOT AN AGE

Empowered to do what you like, maturity is to do what is right

Resilience, compassionate, dependable, courageous

The ongoing commitment to remain consistent "EMBRACE OWNERSHIP"

POSITION PURPOSE

The Chief Lifeguard - Aquatics provides organisation-wide leadership for aquatic safety, lifeguarding standards and frontline operational performance across City Venue Management.

The role develops and maintains consistent standards, systems and performance frameworks that strengthen aquatic safety, operational consistency and workforce capability across CVM facilities. Working through operational leaders, the General Manager supports the translation of training, procedures and expectations into consistent workplace performance through coaching, observation, mentoring and continuous improvement.

Reporting to the Director – Safety & Systems, the role provides specialist aquatic expertise, quality assurance and performance support to strengthen leadership capability and maintain high standards of aquatic supervision and operational performance across the organisation.

RELATIONSHIPS

Reports to: Director of Safety & Systems

Staff responsibility: Functional leadership of lifeguarding standards across CVM. Site lifeguards and Duty Managers retain their existing site reporting relationships.

Key internal relationships:

- Director – Safety & Systems
- General Managers
- Facility Managers
- Operations & Safety Managers
- Duty Managers
- Lifeguards
- People & Culture Team

Key external relationships:

- Aquatic industry bodies
- Training providers
- Local Government and council stakeholders
- Emergency services where required
- Industry specialists and auditors

KEY RESPONSIBILITIES

Aquatic Safety & Operational Standards

- Develop and maintain consistent lifeguarding and aquatic supervision standards, systems, procedures and tools across CVM.
- Translate GSPO, regulatory and organisational requirements into clear and practical operational processes.
- Establish consistent expectations for lifeguard positioning, scanning, rotations, supervision modes, rescue readiness and professional conduct.
- Develop frameworks and resources that support effective implementation of Aquatic Supervision Plans.

- Ensure lifeguarding systems are practical, scalable and integrated into day-to-day facility operations.
- Maintain awareness of emerging aquatic safety standards, research and industry practice and incorporate relevant improvements into CVM systems.

Performance Standards & Quality Assurance

- Establish and support an organisation-wide assurance framework for lifeguarding and aquatic supervision.
- Develop audit, observation and assessment tools that enable operational leaders to monitor lifeguarding standards consistently.
- Undertake targeted specialist reviews and audits where risk, performance trends or operational circumstances require additional assurance.
- Monitor audit findings, supervision performance, incidents and corrective actions to identify emerging or systemic risks.
- Provide specialist advice and recommendations where lifeguarding or aquatic supervision standards require improvement.
- Report significant aquatic safety trends, risks and improvement priorities to the Director – Safety & Systems.

Workforce Capability & Leadership Development

- Build the lifeguarding and aquatic supervision capability of Operations Managers, Duty Managers and other operational leaders.
- Equip operational leaders with the tools, guidance and resources required to effectively coach, assess and maintain lifeguarding standards.
- Establish clear competency and ongoing assessment expectations for lifeguards.
- Work with Learning & Development and operational leaders to identify and address common training and capability needs.
- Provide specialist coaching and support for complex or higher-risk lifeguarding matters.
- Promote accountability for aquatic supervision as a core component of operational leadership.

Emergency Preparedness & Incident Review

- Establish consistent standards for aquatic emergency preparedness, rescue readiness and emergency response.
- Develop frameworks and resources to support effective emergency drills and scenario testing at facility level.
- Review significant aquatic incidents, rescues and near misses to identify systemic risks and organisational learning.
- Provide specialist aquatic expertise during serious incident reviews and investigations where required.
- Ensure lessons from incidents are reflected in relevant standards, training, procedures and operational practices.
- Monitor organisational trends relating to aquatic incidents and emergency response.

Continuous Improvement

- Use incident data, audit outcomes, operational feedback and industry developments to identify organisation-wide improvement opportunities.
- Regularly review lifeguarding systems and processes to ensure they remain effective, practical and fit for purpose.
- Work with Operations Managers and site leaders to identify opportunities to strengthen aquatic supervision practices.
- Lead the implementation of approved lifeguarding and aquatic safety improvements across CVM.
- Share operational learning and effective practices across facilities.
- Contribute to broader safety and operational improvement initiatives.
- Complete other duties reasonably associated with the position.

QUALIFICATIONS

Required:

- Paid Blue Card – Working with Children Check
- Current CPR
- Current First Aid
- Pool Lifeguard Certificate
- Relevant qualification in Work Health & Safety, Risk Management or a related discipline
- Significant practical lifeguarding and aquatic operations experience

Desirable:

- Certificate IV in Training and Assessment or relevant trainer/assessor qualification
- Pool Plant Operator Certificate

KEY SKILLS AND EXPERIENCE

- Expert practical knowledge of lifeguarding and aquatic supervision.
- Strong understanding of the Queensland Guidelines for Safe Pool Operation and Aquatic Supervision Plans.
- Demonstrated ability to assess lifeguard competency and identify performance or safety gaps.
- Strong coaching, training and practical demonstration capability.
- Confidence providing constructive feedback and addressing inconsistent standards.
- Sound knowledge of aquatic emergency response, rescue procedures and incident management.
- Strong observational, analytical and reporting skills.
- Ability to influence operational teams without relying on direct reporting authority.
- Strong communication and relationship-building capability.
- Ability to work independently across multiple facilities and prioritise risk effectively.

ALIGNMENT TO OUR 5 TRUTHS

The Chief Lifeguard - Aquatics is expected to actively demonstrate CVM's 5 Truths:

- **Fun and Energy are Contagious:** Brings positive energy to training and coaching while maintaining professional supervision standards.
- **New Knowledge Drives Progression:** Continually develops aquatic safety knowledge and uses incidents, audits and industry learning to improve lifeguarding practice.
- **Collaboration Enables Creativity:** Works with lifeguards and operational leaders to solve supervision challenges and improve aquatic safety.
- **Simplicity Allows Agility:** Creates clear, practical expectations that lifeguards and operational teams can consistently apply.
- **Maturity is Not an Age:** Demonstrates professionalism, ownership and courage when identifying risks, giving feedback and maintaining standards.

LEGAL REQUIREMENTS

QLD Child Protection Act

It is an offence under the QLD Child Protection Act 1999 for a person convicted of a serious offence to apply for or perform this position. The QLD Child Protection Act 1999 requires the following to be completed:

- Any person in this position must hold and maintain a current Positive Notice and Blue Card from the Commission for Children & Young People & Child Guardian.

Duties under WH&S Act

Under the Work Health & Safety Act 2011 an employee, whilst at work, must:

- Take reasonable care for his or her own health and safety.
- Take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons.
- Comply, so far as the employee is reasonably able, with any reasonable instruction given by the person conducting the business to allow that person to comply with this Act.
- Co-operate with any reasonable policy or procedure of the person conducting the business relating to health or safety at the workplace that has been notified to employees.

ACKNOWLEDGEMENT

By accepting this position, I acknowledge that I have read and understand the expectations of this role as outlined in this position description.

I understand that I am required to comply with all City Venue Management policies and procedures, and that these form part of my employment obligations.

I confirm that I will act in accordance with these requirements at all times.