

POSITION DESCRIPTION

AQUATIC PROGRAM SUPERVISOR

POSITION DETAILS

Date of Position Description	May 2023
Position Title	Aquatic Program Supervisor
Position Grade	7
Directorate Business Unit	Community Services Social & Community Services
Reports to	Aquatics Program Coordinator
Physical Requirements Category	Category 3 – Combined role with some Physical Requirements

POSITION OVERVIEW

This position is responsible for managing the day-to-day operations of Aquatic Programs including but not limited to instructor/teacher management, class supervision, program efficiency and customer service delivery.

KEY RESPONSIBILITIES

Role Specific

- Supervise the day-to-day operation of Aquatic Programs. Ensure the quality of the programs is of the highest standard, programs are delivered in a safe environment.
- Assist and complete administration tasks as delegated including, but not limited to, class consolidation and maintaining occupancy and enrolment KPIs.
- Supervise the instruction of programs for water familiarisation, learn to swim, safety and squad classes by casual swim instructors, and instruct programs when required.
- Supervise, liaise with, coordinate and regulate the activities of swim instructors providing feedback, training and support.
- Work with the Customer Experience team in taking enrolments and payments for swim programs and compiling necessary records and receipts.
- Administer facility transactions and programs, and actively maintain the Customer Record Management platform, including guiding and training staff, customers and contractors in the efficient use of the platform.
- Assess and determine the grading and allocation of class levels and times.
- Assess and determine the suitability of new swim instructors.
- Assist in the development and delivery of an in-house training plan for all aquatic programs staff.
- Promote and demonstrate teamwork across the facility and positive communication through collaborative work practices and knowledge sharing.
- Actively participate in professional development training sessions, both internally and externally, mandatory training and all relevant team meetings.
- Ensure that programs are taught with the emphasis of safety and contain the teaching elements/methods outlined in the swimming program.
- Regularly assess student's progress including liaising with parents in offering feedback.
- Organise and monitor the condition of teaching equipment, ensuring correct use and proper storage of all swim school equipment each session.

- Ensure consistent high levels of communication, public relations and customer service to all swim school customers, including effectively resolving customer complaints and suggestions.
- Complete program related reports as requested by facility leadership.
- Promote the swim school through various marketing techniques, customer liaison and response to enquiries.
- Communicate regularly with the Aquatics Program Coordinator and facility leadership team regarding all aspects of the facilities programs.
- Undertake alternative duties as delegated.
- Flexibility and willingness to work a 7-day rotating roster across multiple facilities.

Baseline

- Ensure that all practices are up to date with current and pertinent legislation, statutory regulations and better practice to ensure a subject-matter-expert mindset is adopted and promoted to all stakeholders.
- Promote continuous improvement and innovation in practices, optimisation of technology, procedures and recommendations with the aim of providing better service to the client base in line with the organisation's values.
- Build in performance metrics and mechanisms to identify early visibility of risks to enable mitigation approaches.
- Promote and maintain effective relationships with all external business partners including community organisations, contractors, State and Federal authorities.
- Ensure to take reasonable care of the health and safety of yourself, employees, visitors, contractors and volunteers whilst at work, and cooperate with the organisation to comply with WHS legislative obligations.
- Promote the value of diversity and inclusion in all practices, engaging with and integrating the views of others.
- Contribute to customer service and organisational effectiveness, by acting ethically, honestly and with fairness.

KNOWLEDGE

Qualifications

- Current Australian Teacher of Swimming and Water Safety qualifications
- Current Australian First Aid (Level 2) and Current CPR Certificate
- NSW Working with Children Check
- National Police Check

Experience

- Minimum 2 years' experience in Swim School Supervision
- Minimum 3 years' experience in qualified Swim Teaching
- Experience in customer service, particularly in an aquatic or fitness environment
- Knowledge of leisure facility software
- Experience in Microsoft applications including Word and Excel
- Demonstrated ability to accurately handle and reconcile payment transactions

Skills

- Well-developed communication, negotiation and dispute resolution skills
- Experience in working with diverse communities
- Proven leadership in the ability to handle difficult clients and solve problems quickly and efficiently.
- Ability to work in harmony, gain cooperation and assistance from a broad cross section of individuals, groups, organisations and staff



Desirable Qualifications

- Current Australian Teacher of Infant and Preschool Qualification
- Current Australian Teacher of Adults qualification
- Current Australian Teacher of Competitive Strokes qualification
- Current Australian Teacher of Access and Inclusion qualification
- AUSTSWIM and Royal Life Saving Swim Teacher Assessor
- Pool Lifeguard License