

POSITION DESCRIPTION

Position Title	Learn to Swim Team Leader
Business Unit	Wangaratta Sports & Aquatic Centre
Required hours	This role is expected to work over the facility operating hours to support the centre programs.
Position Classification	Band 6
Effective Date	August 2020

Our Vision

The Rural City of Wangaratta prides itself on being a community that is connected, sustainable and contemporary. We provide our community with diverse opportunities to participate in the arts, sport and recreation, and in cultural events and programs to bring them together to connect and celebrate the great place in which we live. In this context we have a vision to build the best sports, aquatics and events precinct in regional Victoria – bringing significant social, recreational, health and economic benefits to our community. Our staff enjoy the regional lifestyle and the benefits of a community situated within a gourmet food and wine region, with a wide range of outdoor adventure activities, and serviced by excellent education and health facilities. We live in a place where good things grow.

Our Values

Our staff are our greatest asset. Our success comes from the everyday demonstration of our values, being:

- **Trust**, to have confidence in the character and competence of our work colleagues.
- **Respect**, to acknowledge all people as individuals with inherent worth and value.
- **Openness**, where we are frank, honest and accountable in our dealings.
- **Fairness**, so we treat colleagues and customers fairly and consistently.
- **Excellence**, to contribute to outstanding services, systems and relationships.
- **Enjoyment**, so we obtain personal satisfaction from our work and display our enjoyment in the workplace.

1. Position Objectives

- To work consistently to our vision of developing the Premier Regional Sports & Events Precinct in Victoria.
- To grow participation in all Wangaratta Sports and Aquatic Centre's (WSAC) water-based programs & facilities through delivering high quality and best practice programming for individuals and schools.

- To lead, coach and manage the Learn to Swim Team & Communication officers to ensure consistent positive customer experience and efficient administration of the Learn to Swim program and high stakeholder satisfaction.
- Promote the Swim and Survive program, and ensure all instructors are supported to deliver educationally sound and consistent lessons tailored to individual needs.

2. Working Relationships

Reports to	Customer Experience and Information Management Coordinator
Supervises	Learn to Swim Team Learn to Swim Communications Officers

3. Key Responsibilities

- Lead the Learn to Swim department, and develop a culture of Trust, Respect, Openness, Fairness, Excellence and Enjoyment for all staff.

Learn to Swim

- Oversee the Swim and Survive Learn to Swim program delivery within all required contracted parameters.
- Efficiently program water space to optimise participation opportunities and balance user needs
- Oversee the Learn to Swim schools program, liaising with schools & staff to ensure balanced programming meeting school and operational needs.
- Development, planning and implementation of all systems and strategies for ensuring outstanding customer experience through our Learn to Swim, in consultation with the Facilities & Aquatics Coordinator and Customer Experience and Participation Coordinator.
- Support for the operational feedback & Net Promoter systems, including championing continuous improvement initiatives arising from these programs.
- Responsible for professional development and quality of staff delivery to support increased participation & quality in all aquatic programs.
- Consult with staff regularly to arrive at the best and most efficient outcomes for our program.
- Provide a central point of complaint escalation and resolution for the Learn to Swim department.
- Develop Marketing initiatives, in consultation with the leadership team, to ensure strong growth in patronage in aquatic programs.
- Ensure systems are in place to provide adequate supply of suitably qualified, passionate

staff

Financial / Administration

- Contribute to the annual budget for Learn to Swim in consultation with the Facilities and Aquatics Coordinator & Precinct Manager.
- To prepare progress reports on key performance indicators for the area.
- To ensure administrative processes for the department are completed to time and budget, such as assessments, bookings, attendance data, invoicing for schools, equipment renewal & rostering.

4. Core Physical Requirements

- Capacity to lift items unspecified in weight within individual limits.
- Capacity to undertake office-based activities including sitting at a desk and using a computer for extended periods.
- Capacity to walk up and down stairs frequently.
- Capacity to meet the requirements of the Pool Lifeguarding certification.
- Capacity to meet the requirements of the GSPO recommended fitness test every 6 months.

5. Accountability and Extent of Authority

- Providing operational leadership to the WSAC staff team.
- Directly supervising the Aquatic Education Instructor & Communication Officers team, accountable for the team work plans & ensuring a safe work environment.
- Responsible for providing specialist knowledge and guidance on swimming programming, coaching, facility allocation and engagement activities.
- Accountable for overseeing all elements of the customer experience related to the Learn to Swim programs.
- Ensuring the delivery of high quality services to users in accordance with Council policy and guidelines and within budgetary constraints.
- Providing accurate, up to date specialist advice to management, staff and service users.
- The position has the authority and freedom to act within established operational, policy and budgetary guidelines and the provisions of relevant Acts, regulations and codes. The incumbent is responsible for keeping their Coordinator fully briefed on significant issues of strategic and operational importance.

6. Judgement and Decision Making

The following outlines the extent of judgement and decision making required:

- In consultation with the Facilities & Aquatic Coordinator, the incumbent is required to make decisions relating to the management of the Learn to Swim team including matters relating to staff, service delivery, policy development and continuous improvement.
- Solve problems in line with procedures and guidelines, through application of experience and professional knowledge and exercising discretion, initiative and creativity.
- Review and develop policies and procedures and implement quality control measures.
- Authority to make decisions on all routine matters relating to the position. Issues of a politically sensitive nature must be referred to Coordinator and Precinct Manager.
- Position may involve improving and/or developing methods and techniques from previous experience, guidance and counsel may be available within the time available to make a choice.

7. Knowledge and Skills

Specialist Skills and Knowledge

- Strong experience and detailed knowledge of water safety, educational methodology, coaching and swim school programming and function.
- Demonstrated experience in managing and improving systems related to swim school to achieve strong business outcomes.
- Demonstrated experience in coaching Aquatic Education Instructors through development plans
- A strong energy, enthusiasm and passion for Aquatic Education.
- Ability to assess situations and identify opportunities for improvement.
- Understanding of stakeholder expectations and communication needs.
- Strong systems and digital knowledge, as well as current rolling assessment processes and communication officer's role.
- OH&S and emergency evacuation knowledge as it pertains to Swim school.
- Strong focus on inclusion and diverse programming to meet all community needs, an educational practice informed by Autism Swim or similar.

Management Skills

- Ability to lead, supervise and develop staff team in a continuous improvement environment.
- Manage, supervise and support staff in relation to the operation of the Learn to Swim programs areas with the goal of delivering exceptional experiences for our customers.

- Ability to manage available resources to achieve service delivery to clients within budget (eg: staff rostering and ordering).
- Ability to manage changes that affect staff and those that affect service delivery to clients
- Ensure staff undertake their responsibilities in accordance with applicable policies, procedures, and safety practices. In collaboration with the Facilities and Aquatics Coordinator, identify and ensure the delivery of appropriate training to support this.
- Excellent organisational and time management skills.
- Ability to plan, oversee and manage multiple small-scale projects, especially related to marketing initiatives or process improvements.

Interpersonal Skills

- Proven ability to work in a team environment and promote a positive work environment
- Demonstrated ability to communicate effectively and consistently with direct reports and build a culture of open communication
- Demonstrated ability to assess situations and events and identify opportunities for improvement.
- Strong verbal and written communication skills
- Ability to prepare non-standard reports, training plans and other documents or correspondence as required
- Ability to respond to all customer complaints, de-escalate situations and provide timely resolution to issues that arise

8. Qualifications and Experience

- Substantial experience coordinating a swim school and aquatics programming of comparable size
- Experience in coaching, training and mentoring staff in best practice Aquatic education techniques
- Experience in leading, establishing and promoting positive team culture, strong values and ensuring all employees feel appreciated for their contributions
- Previous experience in leisure and fitness industry (desired)

Minimum qualifications:

- HLTAID003 Provide first aid
- HLTAID001 Provide cardiopulmonary resuscitation

- SISSS00111 Pool Lifeguard (able to be obtained with support upon employment)
- Austswim Teacher of Swimming and Water Safety or equivalent
- Working with Children Check
- Must maintain a satisfactory Police

Check Desirable Qualifications:

- Diploma in sports, leisure or recreation management or other relevant discipline
- Certificate 4 in Training and Assessment or similar
- Further training in AustSwim disciplines or equivalents, particularly focused on Access and Inclusion and Infants

9. Key Selection Criteria

- An understanding the operation and educational principles of a high-quality Swim School program
- Ability to develop strong sustainable relationships with schools, staff and members of the public
- A strong understanding of customer expectations with swim school administration process and the technology to support these
- Ability to monitor budgets, rosters and delivering successful business & community outcomes
- Ability to be an effective leader & coach of staff and promote water safety and the WSAC programs widely

Authorised by: Director –

Date:

Employee's Signature:

Date:
