Position Description

Swim School Performance & Capability Officer			
Classification	Senior Staff Grade 7	**Position Code**	TBC
Department	Glen Eira Leisure (GEL)	**Directorate**	Sustainability, Assets and Leisure
Approved FTE	0.6	**Date Reviewed**	September 2026
Location	Glen Eira Sports and Aquatic Centre (GESAC) and Carnegie Memorial Swimming Pool (CMSP). The role may also be required to work from other Council facilities or offices from time to time.		
Reports to	Swim School Coordinator		
Direct Reports	N/A		

About the Role

The Swim School Performance and Capability Officer drives the development, coaching and performance of Swim School staff to build a skilled, confident and high-performing workforce. Working closely with swim teachers, shift supervisors and leaders, the role provides coaching, feedback and development opportunities to enhance teaching quality, consistency and staff capability.
By fostering a culture of continuous learning and professional growth, the role supports improved student outcomes, teaching excellence and an outstanding customer experience across the Swim School.

Key Responsibilities

- Support Swim School staff to improve lesson delivery, class management and student engagement techniques.
- Ensure teaching practices align with industry best practice, organisational standards and child safety requirements.
- Design, implement and continuously improve Swim School staff development frameworks, including onboarding, skills development and ongoing competency uplift.
- Identify capability and training needs across instructors, supervisors and emerging leaders, and coordinate targeted development initiatives with the Aquatics leadership team.
- Support internal career pathways for Swim School staff, including progression from instructor to supervisory and leadership roles.
- Deliver and coordinate mentoring, coaching and practical skills-based development opportunities, including one-on-one coaching sessions.
- Maintain training records, competency assessments and professional development documentation.
- Monitor and follow up completion of required online and face-to-face training to ensure compliance and capability standards are met.
- Contribute to improved student progression, retention and overall program outcomes through enhanced staff capability and teaching quality.
- Analyse student participation and progression data to identify drop-off points, development gaps and growth opportunities.
- Support the design and continuous improvement of Swim School programs to ensure they are development-focused, inclusive and aligned with community needs.

- Promote consistent teaching standards and program quality across all Swim School programs.
- Contribute to the review and continuous improvement of Swim School policies, procedures, training materials and development practices.
- Work collaboratively with the Swim School Team Leader, Supervisors, Swim School Coordinator and internal stakeholders to align staff development initiatives with operational needs.
- Provide professional advice and support to leaders on staff development, student progression and capability matters.
- Deliver accurate reporting and evidence-based insights on staff development activities, training compliance and student progression trends.

Other Duties

- Perform other duties as directed to support the objectives of the department and Council.

Key Selection Criteria

Skills, Knowledge and Experience

- Demonstrated experience in an aquatics and/or swim school environment, with a strong understanding of learn-to-swim programs, student progression and capability development.
- Proven ability to coach, mentor and develop staff, influencing performance outcomes without direct line management responsibility.
- Experience designing, delivering and coordinating training, onboarding and professional development initiatives.
- Knowledge of adult learning principles, coaching methodologies and competency-based training approaches.
- Strong planning, organisation and time management skills, with the ability to manage competing priorities and meet operational objectives.
- Highly developed interpersonal, communication and relationship-building skills, with the ability to engage effectively with employees, leaders and stakeholders.
- Experience supporting capability uplift within large, multi-disciplinary teams.
- Demonstrated ability to analyse participation, progression and training data and provide meaningful insights and recommendations.
- Proficiency in computer systems, including training platforms, centre management software and Microsoft Office applications.
- Sound problem-solving, negotiation and conflict-resolution skills.
- Knowledge of occupational health and safety requirements and experience supporting safe work practices.
- Strong customer service focus, attention to detail and commitment to maintaining confidentiality.
- Flexible and adaptable approach, with an understanding of organisational policies, procedures and strategic objectives.

Qualifications

- Current Provide First Aid and CPR Certificate.
- Teacher of Swimming and Water Safety Certificate.
- Teacher of Swimming Extension qualifications (desirable).
- Swim Coaching qualifications (desirable).
- Relevant tertiary qualifications and/or demonstrated experience within the aquatic, leisure, training or recreation industry.

Position Description

Who you will be working with

Internal relationships	• General Manager GEL • Business Operations Manager • Swim School Coordinator • Swim School staff • People Development staff • Customer Experience staff • Safety and Supervision staff • Other GEL and Council staff
External relationships	• Members, patrons, Swim School members, parents and carers, suppliers, schools, user groups and the broader community

What we are all responsible for

Code of Conduct: work in line with Councils Code of Conduct, values and follow reasonable management directions.

Health, Safety and Wellbeing: We all have a role to play to ensure we have safe workplace for yourself and your colleagues. This includes following the policies and procedures relating Councils Health and Safety, risk management and the legislation this links to.

Diversity, Equity and Inclusion: Council is committed to fostering a workplace that is inclusive, respectful, and welcoming for all. We believe every individual has the right to feel safe, valued, and supported. Equity, diversity, and inclusion are at the heart of our culture and guide how we work together. We celebrate differences and ensure that everyone has equal opportunities to succeed.

Child Safety: Council is committed to fostering a strong child safeguarding culture through the consistent application of our policies and procedures. All employees, volunteers and contractors are required to actively uphold these policies, including our Child Safeguarding Policy and Child Safeguarding Code of Conduct, to prevent, report and respond to child abuse and harm.

Sustainability: Council plays a leading role in acting on the climate emergency and raising awareness to ensure a sustainable, safe and health future for us all. We embed climate change action in everything we do.

Fraud and Corruption: Contribute to the effective protection of Council in accordance with the Council's Risk Management Framework and Policy, the Fraud and Corruption Policy and Fraud and Corruption Control System.

Local Government requirements

Accountability and Extent of Authority

- Provide regular coaching, feedback and mentoring to
- Consult and report regularly to the Swim School Coordinator to ensure adherence to goals and objectives.
- Support compliance with training, accreditation and online learning requirements, escalating non-completion or risks.
- Freedom to act is limited to established standards and procedures encompassed by the nature of

the work, however, has scope to exercise discretion in the application of established standards and procedures.

- Report matters involving disciplinary action, industrial relations issues, serious misconduct or significant organisational risk to the Swim School Coordinator or relevant senior leader.Report and take action in the event of an emergency, safety or security problem, ensuring that the Swim School Coordinator or Centre Supervisor is briefed appropriately.

Judgement and Decision Making

- Determine appropriate development interventions, coaching approaches and learning pathways within agreed frameworks and delegations.
- Assessment and evaluation of programs for quality and effectiveness and seek to modify as necessary in consultation with the Swim School Coordinator.
- Exercise judgement over the safety and security and general behaviour of staff ensuring that they do not place themselves or others at risk.
- Initiate where required emergency and security procedures in accordance with GESAC and CMSP policy and procedures.

Compliance and Conditions of Employment

Conditions of employment are in accordance with Councils policies, procedures and Code of Conduct.

What applies to this role	• Reference checks • National Police Check • Valid working rights within Australia • Pre-employment Health Declaration • Employee Working with Children Check (WWCC) • Qualification check