

AQUATIC PROGRAM SUPERVISOR

DEPARTMENT/UNIT	Monash Sport
FACULTY/DIVISION	Office of the Deputy Vice-Chancellor (Student Experience) and Senior Vice-President
CLASSIFICATION	HEW Level 4
DESIGNATED CAMPUS OR LOCATION	Clayton campus

ORGANISATIONAL CONTEXT

At [Monash](#), work feels different. There's a sense of belonging, from contributing to something groundbreaking – a place where great things happen. You know you're part of something special and purposeful because, like Monash, your ambitions drive you to make change.

We have a clear purpose to deliver ground-breaking intensive research; a world-class education; a global ecosystem of enterprise – and we activate these to address some of the [challenges](#) of the age, Climate Change, Thriving Communities and Geopolitical Security.

We welcome and value difference and [diversity](#). When you come to work, you can be yourself, be a change-maker and develop your career in exciting ways with curious, energetic, inspiring and committed people and teams driven to make an impact – just like you.

We champion an [inclusive workplace culture](#) for our staff regardless of ethnicity or cultural background. We have also worked to improve [gender equality](#) for more than 30 years. Join the pursuit of our purpose to build a better future for ourselves and our communities – [#Changelt](#) with us.

The **Student Experience** portfolio brings a sharp focus to the entire student experience, an experience which extends beyond a classroom education and encompasses academic, social, cultural, and well-being aspects to foster student belonging, academic readiness, and confidence. The Student Experience portfolio brings together student-facing functions and capabilities from across the University to deliver a cohesive student experience. The portfolio enables the University to drive and advance our goals of widening participation of students from disadvantaged groups and facilitating their success, in line with Impact 2030.

Monash Sport coordinates a wide range of aquatic, indoor & outdoor sport, health, fitness, wellness and social sport services and activities for University students, staff and the wider community. Through providing these opportunities, we endeavour to enhance the health and wellbeing of our community and the on campus experience for our students & staff. We passionately believe that active bodies complement vibrant minds. For more information about the services we provide, please see our website: www.monash.edu/sport.

POSITION PURPOSE

The Aquatic Program Supervisor supports the Aquatics Program Coordinator with the operation of Monash Sport swimming programs and events. The position provides a range of aquatic services directly to clients and is also responsible for providing supervision, feedback and support to a team of casual Learn to Swim Instructors, promoting customer service excellence at all times.

The Aquatic Program Supervisor also undertakes administration of bookings and enquiries and provides advice to groups, schools and individuals in Monash Sport's Learn to Swim programs within established parameters and with a high degree of professionalism, organisation and efficiency.

Reporting Line: The position reports to the Aquatics Program Coordinator under routine supervision and general direction.

Supervisory Responsibilities: The position provides supervision to casual Learn to Swim Instructors

Financial Delegation: Not applicable

Budgetary Responsibilities: Not applicable

KEY RESPONSIBILITIES

1. In conjunction with the Aquatics Program Coordinator, implement and supervise the daily operations of Swimming Programs including: supervising casual Learn to Swim Instructors, providing advice, training and performance feedback as required and assisting with recruitment and rostering and provide a range of aquatic services to clients, including professional swimming instruction and on deck supervision to groups, schools and individuals as set out in Monash Sport's Learn to Swim and School Aquatics program
2. In conjunction with the Aquatics Programs Coordinator to review, evaluate and develop the effectiveness of learn to swim program initiatives and curriculum.
3. In conjunction with the Aquatics Program Coordinator, provide feedback and suggestions about enhancing and generating facility program initiatives and the improvement of services and contribute to and participate in activities to ensure a positive workplace culture.
4. Promote excellence in customer service and a positive image of Monash Sport through adhering to professional standards of workplace and personal presentation and delivering consistently high-quality, professional and effective services and programs to customers
5. Maintain service standards, including those applying to privacy, confidentiality, child protection and procedures for issues resolution
6. Undertake a range of administrative tasks, including but not limited to; supporting pool facility enquires, booking requests and allocations for aquatic programs, assisting with events, supporting the review, evaluation and development of customer services initiatives, assisting with the preparation of marketing and promotional activities, data entry and basic statistical reporting

7. Work with colleagues to maintain the aquatic facilities, including participating in equipment inventories and assessments, and assist with input and maintenance of data, records and reports
8. Maintain open and effective channels of communication with casual staff, supervisors, customers and other stakeholders

KEY SELECTION CRITERIA

Education/Qualifications

1. The appointee will have:
 - Completed Year 12 or a relevant certificate, with relevant work experience; or an equivalent combination of relevant experience and / or education / training; and
 - current AUSTSWIM Teacher of Swimming and Water Safety Certificate; and
 - current CPR and First Aid Level 2 qualification; and
 - Pool Lifeguard award or certificate

Knowledge and Skills

2. Demonstrated relevant experience working in an aquatic environment and a commitment to maintaining and applying relevant, up-to-date knowledge
3. Well-developed communication skills, including the ability to interact professionally and sensitively with a diversity of colleagues and clients
4. Demonstrated organisational skills, including the ability to set priorities, plan/organise work to meet deadlines and maintain strong attention to detail/accuracy in a high-volume, fast-paced environment
5. Ability to work as an effective member of a team and to provide effective supervision and on the job training to team members
6. Excellent interpersonal, and customer service skills including the ability to draft documentation and interact positively with colleagues and clients
7. Administration skills and experience and a demonstrated capacity to implement effective processes and systems
8. Good working knowledge of Microsoft Office applications and POS systems along with strong attention to detail and accuracy

OTHER JOB RELATED INFORMATION

- Travel to other campuses of the University may be required
- There may be a requirement to work additional hours from time to time or shift work
- There may be peak periods of work during which taking of leave may be restricted
- A current satisfactory Working With Children Check is required
- A current Hepatitis B Immunisation is required

GOVERNANCE

Monash University expects staff to appropriately balance risk and reward in a manner that is sustainable to its long-term future, contribute to a culture of honesty and integrity, and provide an environment that is safe, secure and inclusive. Ensure you are aware of and adhere to University policies relevant to the duties undertaken and the values of the University. This is a standard which the University sees as the benchmark for all of its activities in Australia and internationally.