



## POSITION DESCRIPTION

<b>POSITION TITLE:</b>	Aquatic Programs Officer				
<b>POSITION NO:</b>	100135 & 100133	<b>CLASSIFICATION:</b>	Band 4		
<b>DIVISION:</b>	Infrastructure and Environment				
<b>BRANCH:</b>	Property and Leisure Services				
<b>UNIT:</b>	Yarra Leisure				
<b>SUPERVISES</b>	Aquatic Service Officers (ASO), Swim Teachers (SI)				
<b>REPORTS TO:</b>	Learn to Swim Team Leader & Aquatic Sport Team Leader				
<b>POLICE CHECK REQUIRED:</b>	YES	<b>WORKING WITH CHILDREN CHECK REQUIRED:</b>	YES	<b>PRE-EMPLOYMENT MEDICAL REQUIRED:</b>	NO

*Yarra City Council committed to being a child safe organisation and supports flexible and accessible working arrangements for all.*

*This includes people with a disability, Aboriginal and Torres Strait Islanders, culturally, religiously and linguistically diverse people, young people, older people, women, and people who identify as gay, lesbian, bisexual, transgender, intersex or queer.*

*We draw pride and strength from our diversity, remain open to new approaches and actively foster an inclusive workplace that celebrates the contribution made by all our people.*

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### POSITION OBJECTIVES

- To assist the Aquatic Program Team Leaders in coordinating the day to day delivery of all Yarra Leisure Aquatic Programs.
- To support the Aquatic Program Team Leaders in the supervision and development of Aquatic Staff.
- To provide exceptional Customer Service to patrons of the Yarra Leisure Aquatics programs through direct service delivery.
- To directly supervise and deliver key aquatic programs and administrative processes to ensure an efficiently running Aquatics area.

## ORGANISATIONAL CONTEXT

The Municipality is committed to efficiently and effectively servicing the community to the highest standards, protecting, enhancing and developing the City's physical and social environment and building the population and business base. A major imperative of the Organisation is the introduction of a best value framework with an emphasis on customer service and continuous improvement.

The Richmond Recreation Centre along with the Collingwood Leisure Centre, Fitzroy Swimming Pool, Collingwood Estate Gym and Burnley Golf Course form the Yarra Leisure Branch.

As part of the Community Programs division, the centre has a commitment to improving both the physical and mental health of the community.

## ORGANISATIONAL RELATIONSHIPS:

<b>Position Reports to:</b>	Aquatic Programs Team Leaders
<b>Position Supervises:</b>	Aquatic Service Officers, Swim Instructors
<b>Internal Relationships:</b>	Senior Leisure Facilities Staff Customer Service/ Operations Staff Other Council staff as required
<b>External Relationships:</b>	Members of the Facilities Local Schools, Community Groups, Clubs Government and Commercial agencies

## KEY RESPONSIBILITIES & DUTIES:

**To assist the Aquatic Program Team Leaders in coordinating the day to day delivery of all Yarra Leisure Aquatic programs.**

- Implement administrative tasks and processes as required for the successful delivery of aquatic programs.
- Provide detailed advice and information to Customer Service Officers (CSO's) Aquatic Service Officer's (ASO's) and to the students, members and prospective members as required.
- Assess the swimming abilities of new and potential students and advising swimmers of the booking procedures for enrolling into programs.
- Support the CSO's and ASO's in assessing the swimming abilities of current students against set level criteria.
- Support the ASO's in ensuring instructors are carrying out their lessons in a consistent and professional manner and in conjunction with Yarra Leisure curriculum and Industry guidelines.
- Perform direct service delivery each week to support the aquatic programs area.
- Implement the availability and rostering process for all casual and permanent part-time staff, each term.
- Implement the cover policy and be available to assist in organising replacements for staff that are absent.
- Be available to directly cover a program session in case of an emergency.

- Be aware of schools, clubs and other hire groups who have allocated pool space at the venue.
- Liaise with the Duty Manager with regards to additional pool space needs.
- Ensure aquatic equipment and service areas are maintained in a clean, tidy and safe manner before, during and after all programs are in operation.
- Monitor the Aquatic Program shift reports for every service delivery shift and action requests as required for the program.
- Implement the trainee swim teacher training program. This may include; taking enquiries, scheduling trainees with mentors, greeting and inducting trainees, reviewing and evaluating competencies and scheduling assessments.
- Assist the Aquatic Program Team Leaders with marketing and promotion of aquatic programs, including material and suggestions for newsletters, tweets, and the website.
- Assist the Aquatic Program Team Leaders in maintaining Aquatic Programs systems, processes and information within Council's Intranet.
- Assist the Aquatic Program Team Leaders in increasing participation levels from the previous year for aquatic programs.
- Assist the Aquatic Programs Team Leader in achieving student occupancy targets.
- Promote the development of new Aquatic programs.

**To support the Aquatic Programs Team Leaders in the supervision and development of Aquatic Staff.**

- Direct responsibility for the ASO's on shift, ensuring that they supervise programs and staff according to industry guidelines and Yarra Leisure program expectations.
- Assist the ASO's to conduct Aquatic Team briefing meetings.
- Ensure all staff are well presented, adhering to the Code of Conduct and are fully informed of programs and services.
- Ensure that policies and procedures are adhered to by staff at all times.
- Provide feedback, advice and recommendations to staff on their performance with a view to improving overall teaching effectiveness.
- Assist in the induction and training of staff by facilitating their understanding of procedures and key responsibilities relative to the area.
- Make recommendations to management on training or knowledge gaps where required.
- Assist in the development and delivery of professional development for all staff. This may include but is not limited to sessions covering; technical skill development, customer service, problem solving and leadership skills.
- Ensure staff have regular opportunities to provide feedback on all aspects of aquatic operations through regular meetings, training and correspondence.

**To provide exceptional Customer Service to patrons of the Yarra Leisure Aquatic Programs:**

- Uphold the City of Yarra Customer Service standards and Yarra Leisure's Code of Conduct.
- Maintain the professional image of Yarra Leisure and its programs, creating a safe, informative, friendly and customer-focused environment.
- Maintain updated knowledge of all Yarra Leisure Aquatic programs and services.
- Process administrative and customer service functions as indicated by work instructions and manuals.
- Exercise sound cash handling principals and use of POS systems.
- Ensure that you are clearly accessible and approachable for students and parents.
- Undertake administrative and Customer Service Officer (CSO) tasks as required.

- Effectively problem-solve customer concerns with a solutions-focussed approach and a commitment to a positive outcome.
- Deliver training, advice and feedback to all service staff undertaking Aquatic Program enquiries and enrolments, with a view to building the expertise of all staff in aquatic programs service.

**To directly supervise and deliver key aquatic programs and administrative processes to ensure an efficiently running Aquatics area. Program areas may include:**

### **Learn to Swim and Specialty Swimming Programs**

- Supervise the day to day management of the Learn to Swim (LTS) and Specialty Swimming Programs including but not limited to enquiries, feedback, enrolments and assessments.
- Develop an understanding of the responsibilities for the LTS program, including meeting KPI's, program scheduling and maintaining system administration.
- Ensure class programming through PerfectGym classes and POS modules is up-to-date.
- Supervise and communicate the re-enrolment and new enrolment period information to staff and customers.
- Ensure all critical program information is communicated to relevant teams including; customer service, duty managers and planning staff.
- Be available for questions and feedback about the program administration and to assist other staff with customer enquiries.
- Deliver both formal and informal staff training to all service staff in order to maintain and update LTS program knowledge and confidence.

### **Schools Program**

- Provide opportunities for school aged children to participate in courses and programs designed to promote a healthy and active lifestyle.
- Coordinate the school swimming program including but not limited to program management, enquiries, bookings, invoices, certificates, staffing, lanes and customer relations.
- Actively supervise schools programs and staff across the venues.
- Provide clear direction to ASO's who may be supervising programs independently.
- Develop relationships with schools and obtain feedback for continuous improvement and effectiveness of the swimming program.
- Be knowledgeable of and adhere to the Lane Allocation Policy with regards to all current and potential school programs.

### **Facility Hire and Carnivals**

- Process hire requests for the aquatic areas at all venues for varying types of user groups including; schools, clubs, community groups and commercial organisations.
- Process administration in relation to aquatic bookings including; booking lane space, creating hire agreements, invoicing groups, reconciling entries and payments.
- Be knowledgeable of and adhere to the Lane Allocation policy with regards to all current and potential booking requests.
- Responsible for all school and district swimming carnival bookings at the Fitzroy Pool.
- Communicate all bookings to the relevant teams, including the operations and customer service teams.
- Assist the marketing and communications team to promote and advise upcoming hire and events in the aquatic area i.e. carnivals.

- Develop a range of networks within the schools, community and associated professions to ensure ongoing expansion, development of business opportunities and community awareness.

#### **ACCOUNTABILITY AND EXTENT OF AUTHORITY:**

- The Aquatic Programs Officer is expected to exercise judgement in applying established procedures and practices to the day-to-day operation of the leisure facility's Learn to Swim area.
- The Aquatic Programs Officer is also required to exercise judgement in evaluating and recommending improvements within the Aquatics Program and Leisure Facilities operation
- The Aquatic Programs Officer is required to provide initial point of reference for customer complaints and resolve issues or make appropriate referrals to relevant staff.
- Report and take action in the event of a safety or security problem, ensuring that the Aquatic Programs Team Leader, Aquatics Coordinator, Duty Manager or Centre Manager is briefed appropriately.

#### ***Safety and Risk***

- Minimise risk to self and others and support safe work practices through adherence to legislative requirements and Council policies and procedures.
- Report any matters which may impact on the safety of Council employees, community members, or Council assets and equipment.
- Yarra City Council is committed to prioritising and promoting child safety. We adhere to the Victorian Child Safe Standards as legislated in the Child, Wellbeing and Safety Act 2005 and have robust policies and procedures in order to meet this commitment.

#### ***Sustainability***

- Embrace the following Sustaining Yarra principles through day to day work:
  - Protecting the Future
  - Protecting the Environment
  - Economic Viability
  - Continuous Improvement
  - Social Equity
  - Cultural Vitality
  - Community Development
  - Integrated Approach

#### ***Yarra Values***

- Behave according to the following values which underpin our efforts to build a service based culture based on positive relationships with colleagues and the community:
  - Accountability
  - Respect
  - Courage

#### **JUDGEMENT AND DECISION MAKING:**

- Assess programs for quality and effectiveness and seek to modify as necessary.
- The incumbent is required to exercise judgement over the behaviour of patrons ensuring that they do not place themselves or others at risk.
- Initiate emergency and security procedures in accordance with Yarra Leisure policy and procedures.

## **MANAGEMENT SKILLS**

- Ability to manage time, set priorities and plan and organise own work to carry out assigned duties efficiently and effectively.
- Ability to initiate and recommend to the Aquatic Program Team Leader improvements to Customer Service, technical program and other administrative procedures.
- Ability to handle difficult customers and stay calm in an emergency situation.

## **INTERPERSONAL SKILLS**

- Ability to deal pleasantly, clearly and tactfully with diverse members of the public, both directly and over the phone.
- Good oral communication skills.
- Good written communication skills for the purpose of undertaking routine clerical duties.
- Ability to work as part of a team and lead a group of Swimming Instructors and Aquatic Service Officers.
- Ability to convey instructions and information to patrons in a manner that is clearly understood.

## **KEY COMPETENCIES:**

### **SPECIALIST SKILLS AND KNOWLEDGE:**

- Experience in Learn to Swim instruction for various age groups and abilities.
- Excellent Customer Service skills.
- General computer skills, including knowledge of Windows and Microsoft Office packages. Knowledge of PerfectGym software package advantageous.
- Proven problem solving and conflict resolution skills.
- Knowledge of Occupational Health and Safety issues.
- The Aquatic Programs Officer will be required to follow all relevant policies and procedures in line with Quality Assurance (ISO 9001).
- The Aquatic Programs Officer will comply with City of Yarra Leisure Service procedures for safety, training, purchasing, document control, internal quality audits, corrective and preventative action, customer complaints and control of non-conforming products and services.

## **QUALIFICATIONS & EXPERIENCE:**

### **Essential:**

- Current Teacher of Swimming and Water Safety Award (or willing to obtain)
- Current Working with Children Check
- Current CPR (or willing to obtain)
- Relevant industry experience in a fast-paced customer service or leisure environment.

### **Desirable:**

- Teacher of Infants and Pre School Aquatics Award
- Teacher of Competitive Strokes Award
- Teacher of Adults Award
- Teacher of Access and Inclusion Award
- Sound and current knowledge of leisure/aquatic industry trends

## **KEY SELECTION CRITERIA**

- Qualifications and experience in planning and delivering aquatic programs to participants with diverse skill levels and cultural backgrounds, including support for those with temporary or permanent disabilities
- Experience in supervising teams and providing opportunities for training and development of staff in a service delivery environment.
- Experience as an active member and leader of a positive team culture where peers are supported, and service is delivered with enthusiasm and pride.
- Demonstrated knowledge of safety standards and risk management practices specific to aquatic environments, ensuring the safety and well-being of all participants and staff.
- Excellent communication skills with a proven track record of problem solving the needs of participants, parents and peers while building rapport and delivering high quality customer service.
- Demonstrated time management, planning and organisational skills to deliver the aquatic operations within a busy and fast-paced program environment.