



# AQUATIC PROGRAM SUPERVISOR

DEPARTMENT/UNIT	Monash Sport
FACULTY/DIVISION	Campus Community Division
CLASSIFICATION	HEW Level 3
WORK LOCATION	Clayton campus

## ORGANISATIONAL CONTEXT

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Monash is a university of transformation, progress and optimism. Our people are our most valued asset, with our academics among the best in the world and our professional staff revolutionising the way we operate as an organisation. For more information about our University and our exciting future, please visit [www.monash.edu](http://www.monash.edu).

The **Campus Community Division** is charged with leadership, management and innovation in the provision of high quality non-academic services to students and staff at Monash. The Campus Community Division comprises Chaplaincy; Childcare; Counselling and Mental Health Programs; Careers, Leadership & Volunteering; Non Residential Colleges; Residential Services; Safer Community Unit; Social Justice Unit; Student Engagement & Support Programs; Monash Sport; TeamMONASH; and University Health Services. For more information about the work we do, please visit <http://www.campuscommunity.monash.edu>.

**Monash Sport** coordinates a wide range of aquatic, indoor & outdoor sport, health, fitness, wellness and social 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. For more information about the services we provide, please see our website: [www.monash.edu/sport/](http://www.monash.edu/sport/).

## POSITION PURPOSE

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The Aquatic Program Supervisor supports the Aquatic 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 Aquatic Program Coordinator

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

**Financial Delegation:** Not applicable

**Budget Responsibilities:** Not applicable

## KEY RESPONSIBILITIES

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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. Maintain up-to-date knowledge of Aquatic principles, trends, rules and regulations and share information with colleagues and clients
3. 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
4. Adhere to the AUSTSWIM Teacher Code of Behaviour while adhering to manual handling and child supervision policies as outlined by Monash Sport
5. 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
6. Work with colleagues to maintain the aquatic facilities, including participating in equipment inventories and assessments
7. Maintain open and effective channels of communication with casual staff, supervisors, customers and other stakeholders

## KEY SELECTION CRITERIA

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### 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. Good organisational skills, including the ability to manage time and meet deadlines including the ability to adapt to varying tasks and priorities
4. Demonstrated commitment to providing high levels of customer service
5. Ability to work as an effective member of a team as well as independently under routine supervision
6. Excellent interpersonal and communication skills for interaction with a diverse range of students and clients
7. Good working knowledge of Microsoft Office applications and POS systems along with strong attention to detail and accuracy

## **OTHER JOB RELATED INFORMATION**

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

## **LEGAL COMPLIANCE**

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Ensure you are aware of and adhere to legislation and University policy relevant to the duties undertaken, including: Equal Employment Opportunity, supporting equity and fairness; Occupational Health and Safety, supporting a safe workplace; Conflict of Interest (including Conflict of Interest in Research); Paid Outside Work; Privacy; Research Conduct; and Staff/Student Relationships.