

Position Description

POSITION	Learn to Swim Assistant
SECTION	Key Venues
DEPARTMENT	City Living
BUDGET SUBJECT	870, 872 & 874
POSITION NO.	BCC799 (BLCS): BCC814 (BLCS): BCC818 (BLCS): BCC1202 (ELC): BCC1576 (BAC)
POSITION TYPE	Full-time
REPORTS TO	Learn To Swim Team Leader
DIRECT REPORTS	No
POSITION GRADE	Band 1 Level 3, Salary System Grade 3
DATE	February 2015

POSITION CONTEXT

- The Key Venues (KV) section is positioned within Blacktown City Council's Directorate of City Living.
- Key Venues are administered under the authority of Blacktown Venue Management Ltd (BVM), a company wholly owned by Council acting as Council's Managing Agent.
- All employees of Key Venues are employed by Blacktown City Council (BCC) and seconded to Blacktown Venue Management Ltd.

POSITION PURPOSE:

- The Learn to Swim Assistant will assist in all facets of the delivery of swimming tuition, swimming programs and manage administrative tasks of the department.
- Act in accordance with the NSW WHS Act 2011, WHS Regulation 2011 and the Workplace Health and Safety (WHS) Management System to ensure a safe place of work.

QUALIFICATIONS & EXPERIENCE:

Essential:

- Austswim Certificate in Teacher of Swimming and Water Safety.
- Current First Aid.
- Current CPR Certificate and Oxygen Equipment.
- Experience in a similar swim school role.

- Current Working With Children Check

Desirable:

- Pool Lifeguard Award/Bronze Medallion Award.
- Experience and knowledge of the administration of swimming programs and resources.
- Sound computer skills with proficiency in point of sale and membership software.
- Austswim Certificate in Teacher of Infant Aquatics.

AUTHORITY:

- The incumbent has the authority to take any reasonable action that is consistent with the responsibilities of the position and to ensure the safe and efficient undertaking of work activities, which are consistent with the responsibilities of the position. The incumbent's authority is subject to any limitation imposed by the BCC and/or BVM Management Team, BCC and/or BVM Policies, Procedures and Work Instructions.

KEY ACCOUNTABILITIES:

- Maintain the highest quality of Swim School customer service providing a safe, fun learning environment for all participants.
- Assist in the creation, development of all swimming programs.
- Assist in the recruitment, training and organisation of all Swim School staff including rostering, worksheet completion and establishment of training needs.
- Control and maintain all usage and storage of swim school equipment.
- Develop, in conjunction with the Learn to Swim Team Leader, new program and business ideas for swimming programs.

WHS:

- Act in accordance with the NSW WHS Act 2011, WHS Regulation 2011 and the WHS Management System.
- Implement, monitor and, or comply with councils WHS Management System, including but not limited to WHS Policies, Standard Operating Procedures, Risk Assessments/Work Instructions and associated system tools in their relevant work area.
- Adequately familiarise themselves with their WHS responsibilities and actively fulfil these as indicated in the WHS Responsibilities guideline WHS001.
- WHS001- Matrix is attached.

Corporate:

- To commit to and embrace the objectives of Blacktown City 2030 – City of Excellence, and to be accountable for participating as appropriate in the allocated program of works designed to deliver on the identified objectives as directed.

Equal Employment Opportunity (EEO):

- Demonstrate appropriate knowledge of, and commitment to, EEO principles and anti-discrimination law in the workplace.

Environmental Sustainability:

- Act in accordance with the Protection of the Environment Operations Act 1997 (NSW), the Local Government Act 1993 (NSW) and seek to conserve and enhance our local environment, in consideration of Council's environmental sustainability policy through our work practices, programs and services.

DUTIES:

- Actively participate as directed in induction, training and development of swim school staff and implementation of procedures and operations to ensure the provision of the highest quality customer service.
- Effective deployment and use of resources.
- In conjunction with the Learn to Swim Team Leader, recruit and induct learn to swim staff.
- Assist the Learn to Swim Team Leader in creating, developing and driving the swim school curriculum, activities and programs, including Learn to Swim, water safety, school programs and squads.
- Ensure that the Swim School classes are conducted in a professional manner and develop the participant's water safety and swimming ability in accordance with the program design.
- To coordinate administrative procedures to service the swim school program with an emphasis on quality customer service and increasing participation.
- Supervise swim school staff and assist in the management of the staff roster.
- Liaise with other members of staff to ensure that all pool allocation and lane space is effectively used as set out by daily booking sheet and swim school requirements.
- To attend, actively participate and assist in the delivery staff meetings and training workshops on a routine and systematic basis.
- Provide direction and be a role model of excellent customer service to ensure that a positive customer service environment is maintained through sound verbal and non-verbal communication.
- Liaise with customers to identify needs and requirements and through liaison with staff, ensure the provision of these services meets expectation.
- Respond and deal appropriately with conflict and complaints.
- Provide a support network to all swim school staff and actively promote a collaborative work environment.
- Develop and maintain an excellent knowledge, understanding and skills in operation of the centres point of sale/swim school software.
- Assist in setting up/setting down aquatic and dry areas for a variety of programs and events including Learn To Swim.

- Assist in the promotion and marketing of the Swim School Program and ensure the highest levels of customer service and safety are embraced.
- Deliver swim lessons and assessments as required.
- To work within and achieve budget guidelines in conjunction with the Learn to Swim Team Leader.
- To investigate all possible means of increasing income through expenditure control and development and implementation of new programs.
- Ensure the correct procedures are adhered to when using, setting up and packing up all swim school equipment.
- Ensure that all swim school equipment is properly stored and any damage, faulty equipment is reported for repair/replacement through agreed channels.
- Actively support Key Venue staff working together as a “team” to meet the requirements expected by the BVM Board, Blacktown City Council and all key stakeholders.
- Provide leadership which results in motivated and effective employees. This includes coordinating the work of all personnel involved in the Key Venues communications strategy in conjunction with colleagues.
- Liaise with other staff within Key Venues to ensure the most efficient use of resources.
- Ensure the centre meets all standards and policies set down.
- Ensure all personnel hold current pre-requisite qualifications for the roles they are employed for.

SELECTION CRITERIA:

- Relevant experience and appropriate qualifications in accordance with requirements outlined in the position description.
- Knowledge of applicable legislation/regulations.
- Computer literate.
- Demonstrated commitment to customer service.
- Experience in working both within a team environment and as a ‘self-starter’.
- Availability to work flexible working hours.

PERFORMANCE CRITERIA:

- As per Council’s Performance Management System.

Employee Name (PRINT):

Employee Sighted and Agreed:

Date:

Supervisor Name (PRINT):

Authorised by Supervisor:

Date:
