



CITY OF ALBANY POSITION DESCRIPTION SWIM SCHOOL SUPERVISOR

1. CITY OF ALBANY VALUES

All Councillors, Staff and Volunteers at the City of Albany will be...

- **Focused:** on community outcomes - This means we will listen and pay attention to our community. We will consult widely and set clear direction for action. We will do what we say we will do to ensure that if it's good for Albany, we get it done.
- **United:** by working and learning together - This means we will work as a team, sharing knowledge and skills. We will build strong relationships internally and externally through effective communication. We will support people to help them reach their full potential by encouraging loyalty, trust, innovation and high performance.
- **Accountable:** for our actions - This means we will act professionally using resources responsibly; (people, skills and physical assets as well as money). We will be fair and consistent when allocating these resources and look for opportunities to work jointly with other directorates and with our partners. We will commit to a culture of continuous improvement.
- **Proud:** of our people and our community - This means we will earn respect and build trust between ourselves, and the residents of Albany through the honesty of what we say and do and in what we achieve together. We will be transparent in our decision making and committed to serving the diverse needs of the community while recognising we cannot be all things to all people.

2. POSITION IDENTIFICATION

TITLE: Swim School Supervisor	<pre> graph TD A[Manager Recreation Services] --> B[Commercial Services Coordinator] B --> C[Swim School Supervisor] </pre>
LEVEL: Level 5, Local Government Officers Award and City of Albany Above Award Policy – Local Government Officers' (Western Australia).	
DIRECTORATE: Community Services	
REPORTS TO: Commercial Services Coordinator RESPONSIBLE FOR: Senior Swim School Instructor, Swimming Instructors.	

3. POSITION OBJECTIVE

This position is responsible for achieving the Swim₂Survive Swim School objectives and annual targets and provides supervision, direction and support to the Swim School team comprising the Senior Swim School Instructor and the team of Swimming Instructors.

4. KEY RESPONSIBILITIES

Leadership and Management

- Supervise, coach and develop a multi-disciplined team of Swim School staff at ALAC.
- Coordinate and deliver swimming instructor workshops and in-house training as required.
- Develop, plan and implement swim programs; prepare staff rosters; monitor and appraise performance of swim school staff; liaise with the Senior Swim School Instructor to achieve the relevant Key Performance Indicators.
- Maintain daily records of swimming lessons, student attendances and any incident reports.

Financial

- Develop and grow the Swim School business, and operate the School using sound business practice including: management of all budgets and reporting to achieve optimal service delivery, monitor collection of all term fees and follow up outstanding monies, track and communicate enrolment information on a regular basis.
- Keep records of stock purchases and ensure all purchases are within budget allocations.

General

- Develop (and oversee) all promotional and marketing plans to increase the Swim School's awareness in the community.
- Evaluate market conditions, competitor data and implement marketing plan alterations as needed.
- Be responsible for the preparation of internal and external promotional materials (including but not limited to, quarterly newsletters, swim school brochures, fee update notices, general advertising and promotion activities).
- Store equipment in an orderly and accessible manner on pool deck and in the plant room.
- Monitor and ensure equipment is not damaged and is in good working condition.
- Dispose of damaged equipment on an as needs basis.
- Purchase new or additional stock as required.

Interpersonal Skills/Customer Service

- Provide an exemplary customer service experience.
- Ensure the effective and safe delivery of the Learn to Swim programs at ALAC, oversee and implement strategies to achieve and maintain the key performance indicators.
- Address customer complaints and requests, and resolve issues as they arise.
- Liaise with other ALAC team members (Duty Managers, Lifeguards, and Customer Service Officer's) to ensure the safe and efficient running of swimming lessons and be able to assign tasks to staff as necessary.
- Develop and maintain co-operative relationships with key stakeholders and community groups.

Occupational Health and Safety

- Take reasonable care for own / individual health and safety and for the health and safety of others, including the implementation of risk control measures that our within own / individual control to prevent injuries or illnesses.
- Comply with any reasonable instruction from the City of Albany and monitor and rectify work practices to ensure compliance with OH&S Regulations.
- Abide by the City of Albany policies and procedures.
- Report any workplace hazards. Everyone in the workplace shares this responsibility equally.
- Report any workplace injury, illness or near misses. It is important to report all injuries, no matter how insignificant they may seem.
- Provide appropriate instruction, information, training and supervision to staff and others to enable work to be carried out safely.

- Facilitate and encourage feedback from the team regarding OH&S issues.

5. REQUIREMENTS OF THE JOB

Skills

- Demonstrates and models appropriate behaviour in line with City of Albany Code of Conduct.
- Demonstrates leadership skills by communicating a vision that generates enthusiasm and commitment, identifies potential issues and guides teams to optimise outcomes.
- Demonstrates excellent interpersonal skills and builds productive relationships with people at all levels within and outside the team.
- Highly developed written and verbal communication skills.
- Sound computer skills with developed knowledge of the Microsoft Office suite (especially Word, Excel and Outlook).
- Ability to supervise a team including rostering, conflict management, performance and

Knowledge

- Well-developed knowledge of business management practices.
- Excellent knowledge of legislative requirements relevant to the role (e.g. Working with Children Checks, WHS)
- Excellent knowledge of instructing participants of various ages in swimming and water safety.

Experience and Qualifications

- Demonstrated experience in managing a team in a business environment and achieving service delivery activities.
- Experience with complying and providing input to budgets.
- Previous experience working in the aquatics / recreation industry.
- Austswim Certificate or equivalent.
- Provide First Aid.
- Bronze Medallion / Swimming Teacher Rescue Award.
- Working with Children Check.
- National Police Clearance.

6. CERTIFICATION

As the occupant of this position, I have noted and agreed to the Values, statement of duties, responsibilities and other requirements as detailed in this document.

NAME: _____ SIGNATURE: _____
(Please print)

DATE: _____

WITNESS NAME: _____ SIGNATURE: _____
(Manager or above) (Please print)

DATE: _____