

CITY OF GREATER GEELONG

POSITION DESCRIPTION

GREATER GEELONG: BUILDING OUR COMMUNITY THROUGH ENTERPRISE, OPPORTUNITY AND INNOVATION IN A QUALITY ENVIRONMENT

POSITION TITLE:	Learn to Swim Officer
POSITION NUMBER:	2687
DIVISION:	Community Life
DEPARTMENT:	Leisure and Recreation Services
CLASSIFICATION:	Band 4
REPORTS TO:	Aquatics Coordinator (all Centres excluding Leisurelink) Learn to Swim Coordinator (Leisurelink)
DIRECTLY MANAGES:	N/A
INTERNAL LIAISONS:	Leisure Services and other Council staff
EXTERNAL LIAISONS:	Patrons, Sporting Clubs, Schools, Community Groups
DATE:	July 2017

POSITION OBJECTIVES:

This position will assist the Aquatics Coordinator in delivering a high quality, safe and customer focussed Learn to Swim program.

POSITION RESPONSIBILITIES:

Key Responsibilities:

1. Provide guidance and assistance to Learn to Swim teachers where required.
2. Assist Aquatics Coordinator/Learn to Swim Coordinator in ensuring the Learn to Swim program meets customer needs.
3. Allocate and program individual children to classes and teachers on a quarterly basis.
4. Assist Aquatics Coordinator/Learn to Swim Coordinator in the rostering of Learn to Swim staff.
5. Evaluate teacher performance on a regular basis, with the assistance of the Aquatics Coordinator/Learn to Swim Coordinator.
6. Assist Aquatics Coordinator/Learn to Swim Coordinator with other duties such as Squad groups, pool bookings etc.
7. Adhere to all Council's policies and procedures relevant to this position.
8. Carry out other duties as deemed reasonable and appropriate to the role as directed from time to time.

Values:

Our values represent who we are and who we aspire to be. They are the tools to create the workplace culture we want. We are all accountable for this.

- Respect and encourage each other
- Create a healthy and safe environment for all
- Embrace new ideas and better ways to work
- Make people the centre of our business

Risk Management and Occupational Health & Safety Responsibilities:

- Understand and comply with Council OHS policies, procedures and legislative requirements relevant to the position.
- Perform work in a safe and appropriate manner.
- Ensure behaviour does not discriminate, bully or harass others.
- Take responsibility for own safety and that of others.
- Proactively report any incidents, injuries, hazards or unsafe work practices.

The following general physical and functional requirements may apply to this position. Specific physical requirements will be attached if applicable.

- Manual handling tasks.
- Prolonged periods of inactivity eg. sitting at the computer.
- Regular keyboarding associated activities.
- Long / short distance travel between sites.
- Dealing with difficult clients and situations.
- Demanding deadlines.

KEY SELECTION CRITERIA:**Essential:**

1. Experience in staff supervision.
2. Well-developed interpersonal and communication skills.
3. Highly customer focused.
4. Flexibility to work morning, evening and weekend shifts to meet the demands of the program.
5. Knowledge of Learn to Swim programs and levels.
6. Working with Children Check.

Desirable:

7. Understanding of Centaman program.
8. Level Two First Aid Certificate.
9. AUST Swim qualifications .
10. Experience teaching Learn to Swim.

ACCOUNTABILITY AND EXTENT OF AUTHORITY:

- The Learn to Swim Officer is directly accountable to the Aquatics Coordinator/Learn to Swim Coordinator for providing efficient and effective administrative support to the Centre.

- Accountable for creating and capturing accurate and complete records of the business activities related to this position, in accordance with approved policy and procedures. This is applicable to both hardcopy and electronic information, including email.

JUDGEMENT AND DECISION MAKING:

- Work is performed according to specific guidelines and procedures under general supervision. Guidance and advice are readily available.

SPECIALIST SKILLS AND KNOWLEDGE:

- Positive attitude.
- Highly customer focused.
- Commitment to service ethic and personal service excellence.
- Computer skills, including an understanding of the Centaman program.
- Sound knowledge of overall function and organisation of the Centre and it's staff.
- Commitment to ongoing training and development.

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 Aquatics Coordinator/Learn to Swim Coordinator improvements to the Learn to Swim program.
- Ability to handle difficult customers.

INTERPERSONAL SKILLS:

- Ability to deal pleasantly, clearly and tactfully with diverse members of the public and staff, both directly and over the phone.
- Good oral communication skills.
- Written communication skills for the purpose of undertaking routine clerical duties.
- Ability to work as part of a team.

QUALIFICATIONS AND EXPERIENCE:

- Experience in staff supervision.
- Working with Children Check.
- Some experience in reception systems and Centaman is desirable.
- Experience in working in a customer service/reception environment is desirable.
- Experience teaching learn to swim is desirable.
- Austswim Qualification is desirable.
- Level 2 First Aid is desirable.

HOW TO APPLY

Applications close: 5:00pm Friday 21 July 2017

Contact Person: Troy Baker, Acting Centre Manager Splashdown, 5248 4555

Submit your online application at <https://www.geelongaustralia.com.au/employment>

If you are unable to submit an online application please send your application to:

Recruitment Administration Officer
Organisation Development
City of Greater Geelong
PO Box 104
GEELONG VIC 3220

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