

Position Title	DUTY MANAGER SWIM SCHOOL
Department	Community Services
Division	
Unit	Leisure & Aquatic Services
Team	Swim School
Supervises	Nil
Reports To	Team Leader Swim School
Grade	D
Date Prepared	31/07/2026
Date Last Updated	31/07/2026

Our Vision & Values: A leading organisation that collaborates & innovates



We are committed
to **safety**



We work as
one **team**



We act with
integrity



We care about
our **customers**



We **continuously**
improve

Primary Purpose of Position

The Canterbury-Bankstown Leisure & Aquatics Duty Manager - Swim School is responsible for the efficient day-to-day operation of the Swim School program in accordance with legislation, industry guidelines and operational policies and procedures. The City of Canterbury Bankstown Leisure & Aquatics Swim School operates out of the Birrong, Canterbury, Max Parker and Roselands Leisure & Aquatic Centres and caters for participants from 6 months of age through to and including Adults. The Duty Manager - Swim School's main focus will be to ensure the successful delivery of the program's logistics, operations and administration, as well as the provision of a high quality customer experience

in conjunction with the Swim School Instructors and Leadership Team.

Accountabilities

- Provide supervision and guidance to the swim school staff to ensure the delivery of a safe and high quality program. Organising, monitor and oversee swim school staff to meet the objectives of the daily provision of the program.
- In conjunction with the Site Supervisor - Swim School, ensure that program administration is coordinated and maintained at all times including but not limited to; procedures, records and customer information.
- Provide and ensure a high level of customer service at all times in line with the Leisure & Aquatic Services Customer Service Charter and Council's organisational Vision and Values
- Provide the instruction of Swim School classes where required to program participants in line with CB Leisure & Aquatics lesson guides, Council's Swim School Instructor Manual, SWP 045 for the Safe Instruction of Swimming Lessons and Austswim/Swim Australia/Royal Life Saving standards

- Assist the Swim School Leadership Team to provide expert advice and guidance to Council on the operation and management of the Swim School.
- Assist the Swim School Leadership Team to effectively build and promote the Swim School including school programs, holiday programs and other activities.
- Assist in the development of efficiencies in program management and operations.
- Assist the Swim School Leadership Team to facilitate and provide training and technical advice to Swim School and relevant Leisure & Aquatics staff.
- Maintain current Austswim, Swim Australia, Royal Life Saving, CPR and First Aid qualifications at all times
- Attend and actively participate in Council's in-service training sessions and meetings
- Control and maintain all usage and storage of swim school equipment.
- Other duties as requested by the Leisure & Aquatic Services Leadership Team that are within skillset and experience

Position capabilities and level

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities.

Capability Profile – Supervisor

Capability Group	Capability Name	Level
 Personal Character	Lead Self	Adept
	Display Resilience	Intermediate
	Act with Integrity	Adept
	Safety and Accountability	Adept
 Relationships	Communicate and Engage	Intermediate
	Customer and Community Focus	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
 Results	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Innovate and Improve	Intermediate
	Deliver Results	Adept
 Resources	Finance	Foundational
	Assets and Tools	Intermediate
	Technology and Information	Intermediate
	Procurement and Contracts	Foundational
 People Leadership	Manage and Develop People	Foundational
	Inspire Direction and Purpose	Intermediate
	Optimise Workforce Contribution	Foundational
	Lead and Manage Change	Intermediate

Focus Capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least satisfactory level for a candidate to be suitable for appointment.

CBCity Capability Framework - Focus Capabilities

Group & Capability	Level	Behavioural Indicators
Personal Character		
Display Resilience	Intermediate	- Adapts quickly to changed priorities and organisational settings - Welcomes new ideas and ways of working - Stays calm and focused in difficult situations - Perseveres through challenges - Offers own opinion and raises challenging
Relationships		
Customer and Community Focus	Intermediate	- Identifies and responds quickly to customer needs - Demonstrates a thorough knowledge of services provided - Puts the customer and community at the heart of work activities - Takes responsibility for resolving customer issues and needs
Results		
Deliver Results	Adept	- Takes responsibility for the quality and timeliness of the team's work products - Ensures team understands goals and expectations - Shares the broader context for projects and tasks with the team - Identifies resource needs, including team, budget, information and tools - Allocates responsibilities and resources appropriately - Gives team members appropriate flexibility to decide how to get the job done
Resources		
Assets and Tools	Intermediate	Uses a variety of work tools and resources to enhance work products and expand own skill

		• Ensures others understand their obligations to use and maintain work tools and equipment appropriately • Contributes to the allocation of work tools and resources to optimise team outcomes
People Leadership		
Optimise Workforce Contribution	Foundational	• Allocates work tasks appropriately to make the best use of the skills and strengths of people in the team • Identifies current and potential resource/capability gaps in the team and seeks advice on how to manage them • Ensures that team members make effective use of time and resources

* Focus Capabilities are those judged to be the most important at the time of recruiting to the position. The mix of “focus” capabilities can change over time, reflecting changing work priorities and current team strengths.

Delegations

Decisions associated with this position are to be made in accordance with the Delegations of Authority (Policy186) approved by the Chief Executive Officer.

Code of Conduct

All staff are required to adhere to the Code of Conduct (CP25).

Work Health & Safety

All staff are required to adhere to Council's WHS&E Responsibilities and Authorities document (REF229) and associated policies and procedures.

Records Management

All staff are required to comply with Council's Records and Information Management policies, procedures and guidelines.

Fraud & Corruption Prevention

All staff must familiarise themselves with Council's policies, systems and procedures that are in place to guard against the risk of fraud and corruption. This includes behaving ethically at all times, and actively identifying and reporting any suspected fraud and corruption.

Qualifications and Experience

Essential Qualifications

- Austswim/Swim Australia/Royal Life Saving Society Teacher of Swimming and Water Safety
- Senior First Aid & CPR
- Current Class C Drivers Licence
- Working with Children Check

Essential Experience

- Demonstrated experience in the effective operation and delivery of the programs and services of a large Swim School.
- Demonstrated experience in effective Swim School administration.
- Coaching and teaching experience.
- Ability to lead and support team members

Desirable Qualifications and or Experience

- Certificate IV in training and assessment
- Austswim/Swim Australia/Royal Life Saving Assessor certification
- Austswim/Swim Australia/Royal Life Saving extension certificates (Teacher of infant aquatics, competitive strokes and access & inclusion)
- ASCTA coaching license
- Prior Swim School Program Management Experience
- Experience in staff performance management

HUMAN RESOURCES USE (SELECT YES OR NO)	YES	NO
Does this position fall under the definition of child related employment?	☒	☐
Does this position require incumbent to undergo criminal reference check?	☐	☒
Does this position require incumbent to demonstrate good driving Licence class required: C Class Drivers Licence	☒	☐
Will incumbent need to make disclosure of pecuniary interest?	☒	☐
Could there be a conflict of interest with secondary employment?	☒	☐
Does this position have an inherently high risk for fraud and corruption?	☐	☒