

<b>Position Title</b>	Team Leader Swim School
<b>Department</b>	Community Services
<b>Unit</b>	Leisure and Aquatic Services
<b>Team</b>	Swim School
<b>Supervises</b>	Swim School Site Supervisors, Duty Managers, Swim School Instructors
<b>Reports To</b>	Coordinator Leisure & Wellness Programs
<b>Grade</b>	G
<b>Date Prepared</b>	29/01/2024
<b>Date Last Updated</b>	29/01/2024

## 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 Team Leader - Swim School is responsible for leading, training and nurturing a team across multiple facilities that is committed to providing safe, enjoyable and inclusive services to enhance the wellbeing of our customers. The role is responsible for the operational management of the Canterbury Bankstown Swim Schools and related services across Birrong, Canterbury, Revesby and Roselands Leisure & Aquatic Centres in accordance with legislation, operational policy and industry best practice.

The Team Leader Swim School is required to have a clear focus on leading, demonstrating and encouraging a positive Team Culture by promoting cohesion, collaboration, initiative and a commitment to providing a high-quality customer experience.

In line with Council's values and with a focus on continuous improvement, the Team Leader - Swim School will lead and inspire the Swim School team's collaboration with the Operations stream of the business to ensure a safe, high quality and financially viable operation.

## Accountabilities






- Assist the Coordinator to effectively build and promote the Swim School brand including school programs, holidays programs and other activities and achieve the financial and service delivery targets set out in the Unit's Budget, Business Plan and Council's Operational and Community Strategic Plan.
- In line with a commitment to continuous improvement, assist the Coordinator to conduct regular review of the Canterbury Bankstown Leisure & Aquatic Services Swim School Program
- Provide the Site Supervisors and Swim School team leadership to provide supervision and guidance to the team including, Duty Managers, Wet Deck Supervisors and Instructors to ensure the delivery of a safe and high-quality Swim School program
- Ensure the proactive and efficient organisation and allocation of human resources to deliver the program with appropriate levels of monitoring and coaching of Swim School staff.
- Ensure that the program administration is always coordinated and maintained including, but not limited to, procedures, records and customer information and correspondence.

- Contribute to the ongoing management and review of the Swim School Programs SWP's and Risk Assessments and ensure all staff are always trained in and follow the procedures relevant to their role . This includes Effectively developing and implementing efficiencies in the program management and operations.
- Lead a safety-first culture and contribute to the proactive management of the business unit's Safety Lead Indicators.
- Lead and ensure a high level of customer service at all times, including responding to and dealing with conflict and complaints, timely attendance to all customer enquiries in line with the Leisure & Aquatic Services Customer Experience Charter
- Ensure compliance to a class consolidation and occupancy rate of no less than 85% in all classes to ensure expenditure and revenue budget expectations are met
- Develop and facilitate training and technical advice to the support the continuous improvement of the Swim School Team. This includes active management of staff development through feedback and the GDI framework.
- Contribute to the development of the annual budget, Unit and Operational Plans
- Other tasks/duties as directed within incumbent's skill set, competence and training by Coordinator - Leisure & Wellness Programs

## 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 – People Leader Profile 2

Capability Group	Capability Name	Level
 <b>Personal Character</b>	Lead Self	Advanced
	Display Resilience	Adept
	Act with Integrity	Advanced
	<b>Safety and Accountability</b>	Advanced
 <b>Relationships</b>	Communicate and Engage	Advanced
	<b>Customer and Community Focus</b>	Adept
	Work Collaboratively	Advanced
	Influence and Negotiate	Adept
 <b>Results</b>	<b>Plan and Prioritise</b>	Advanced
	Think and Solve Problems	Adept
	Innovate and Improve	Adept
	Deliver Results	Advanced
 <b>Resources</b>	Finance	Adept
	<b>Assets and Tools</b>	Adept
	Technology and Information	Adept
	Procurement and Contracts	Adept
 <b>People Leadership</b>	Manage and Develop People	Adept
	Inspire Direction and Purpose	Adept
	<b>Optimise Workforce Contribution</b>	Intermediate
	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
<b>Relationships</b>		
Customer and Community Focus	Adept	<ul style="list-style-type: none"> <li>• Demonstrates a sound understanding of the interests and needs of customers and the community</li> <li>• Takes responsibility for delivering quality customer- focused services</li> <li>• Listens to customer and community needs and ensures responsiveness</li> <li>• Builds relationships with customers and identifies improvements to services</li> <li>• Finds opportunities to work with internal and external stakeholders to implement improvements to customer services</li> </ul>
<b>People Leadership</b>		
Optimise Workforce Contribution	Intermediate	<ul style="list-style-type: none"> <li>• Develops team/project plans that make the best use of the skills and strengths of people in the team</li> <li>• Plans and monitors resource allocation against unit/project plans</li> <li>• Identifies solutions to current and potential resource/ capability gaps</li> <li>• Participates in workforce planning to ensure the availability of capable resources</li> </ul>
<b>Results</b>		
Plan and Prioritise	Advanced	<ul style="list-style-type: none"> <li>• Ensures business plans and priorities are in line with organisational objectives</li> <li>• Uses historical context to inform business plans and mitigate risks</li> <li>• Anticipates and assesses shifts in the environment and ensures contingency plans are in place</li> <li>• Ensures that program risks are managed and strategies are in place to respond to variance</li> </ul>

		<ul style="list-style-type: none"> <li>Implements systems for monitoring and evaluating effective program and project management</li> </ul>
<b>Personal Character</b>		
Safety and Accountability	Advanced	<ul style="list-style-type: none"> <li>Is prepared to make decisions involving tough choices and weighing of risks</li> <li>Addresses situations before they become crises and identifies measures to avoid recurrence</li> <li>Takes responsibility for outcomes, including mistakes and failures</li> <li>Coaches team members to take responsibility for addressing and resolving challenging situations</li> <li>Oversees implementation of safe work practices and the management framework</li> </ul>
<b>Resources</b>		
Assets and Tools	Adept	<ul style="list-style-type: none"> <li>Contributes quality information about council and community assets to asset registers</li> <li>Prepares accurate asset maintenance and replacement costings in line with council plans and policies</li> <li>Is aware of asset management risks and actions to manage and mitigate these</li> </ul>

\* 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 General Manager.

## 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.

## Qualifications and Experience

### Essential Qualifications

- Teacher of Water Safety' qualification from Austswim, ASCTA or The Royal Life Saving Society
- Senior First Aid
- Current CPR certificate
- Current Class C Drivers Licence
- Current Working with Children Check (WWCC)

### Essential Experience

- Demonstrated experience in the effective day to day operation and delivery of a large Swim School Program
- Excellent Customer Service skills
- Strong Leadership and staff management experience
- Excellent time management and organisational skills
- Proficiency in administration and achieving set KPI's in line with Business Plans and Budgets
- The ability to respond to changes and opportunities relating to Aquatic education programs
- Ability to work flexible hours across 7 days dependent upon the operational requirements of the program

### Desirable Qualifications and or Experience

- Pool lifeguard certificate
- Cert IV in training and assessment
- Austswim/ASCTA/Royal Life Saving Assessor Certification
- Austswim/ASCTA/Royal Life Saving Society Extension Instructor Certificates

HUMAN RESOURCES USE (SELECT YES OR NO)	YES	NO
Does this position fall under the definition of child related employment?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Does this position require incumbent to undergo criminal reference check?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Does this position require incumbent to demonstrate good driving Licence class required: C Class Drivers Licence	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Will incumbent need to make disclosure of pecuniary interest?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Could there be a conflict of interest with secondary employment?	<input checked="" type="checkbox"/>	<input type="checkbox"/>