

Position Title	Site Supervisor - Swim School
Department	Community Services
Unit	Leisure and Aquatic Services
Team	Swim School
Supervises	Nil
Reports To	Team Leader - Swim School
Grade	F
Date Prepared	29/01/2021
Date Last Updated	2/11/2021

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 Swim School Site Supervisor is responsible for the operational management of the Canterbury Bankstown Leisure & Aquatics Swim School and related services in accordance with legislation and operational policy.

The Canterbury Bankstown Leisure & Aquatics Swim School is delivered at Council's Birrong, Canterbury, Max Parker (Revesby) and Roselands Leisure & Aquatic Centres.

In conjunction with the Team Leader - Swim School, the Site Supervisor's main focus will be to effectively coordinate the day-to-day operations of the Swim School Program through continuous improvement and with the view to increase participation across all Centres. The Site Supervisor - Swim School is also responsible for assisting the Team Leader to promote Council's Swim School brand in the market and achieve the financial and service delivery targets set out in the Unit's Budget, Business Plan and Council's Operational and Community Strategic Plans.

This position requires the incumbent to have a clear focus on leading, demonstrating and encouraging a positive Staff Culture by promoting cohesion, collaboration, initiative and a commitment to providing a high quality customer experience.

Accountabilities

- Assist the Team Leader – Swim School to conduct ongoing review of the delivery of the Canterbury Bankstown Leisure & Aquatics Swim School operation
- Assist the Team Leader Swim School to provide supervision and guidance to the Swim School staff at site level, including Duty Managers, Wet Deck Supervisors and Instructors, to ensure the delivery of a safe and high quality program.
- Ensure the proactive and efficient organisation of human resources to deliver the program and provision of the ongoing monitoring and coaching of Swim School staff.
- 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, including responding to and dealing with conflict and complaints, timely attendance to all customer enquiries, all in line with the Leisure & Aquatic Services Customer Service Charter.






- Assist the Team Leader – Swim School to effectively build and promote the Swim School including school programs, holiday programs and other activities.
- Assist in the development and implementation of efficiencies in the program management and operations.
- Ensure compliance to a class consolidation and occupancy rate of no less than 85% in all classes.

- Assist the Team Leader - Swim School to facilitate and provide training and technical advice to relevant staff.
- Contribute to the development of the annual Unit and Operational Plans.
- Other duties as requested by the Team Leader – Swim School.

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 1

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

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
Relationships		
Customer and Community Focus	Adept	<ul style="list-style-type: none"> • Demonstrates a sound understanding of the interests and needs of customers and the community • Takes responsibility for delivering quality customer- focused services • Listens to customer and community needs and ensures responsiveness • Builds relationships with customers and identifies improvements to services • Finds opportunities to work with internal and external stakeholders to implement improvements to customer services
People Leadership		
Optimise Workforce Contribution	Adept	<ul style="list-style-type: none"> • Develops team/project plans that take into consideration individual capabilities, strengths and preferences • Identifies opportunities for stretch assignments to help grow the capabilities and experience of staff • Plans and monitors team resource allocation in line with organisational priorities • Makes informed contributions to workforce planning and resource allocation processes • Makes good recruitment decisions based on the capabilities, knowledge and experience required in the role
Results		
Deliver Results	Advanced	<ul style="list-style-type: none"> • Sets high standards and challenging goals for self and others • Delegates responsibility appropriately and provides support • Defines what success looks like in measurable terms

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

* 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

- Austswim Certificate in 'Teacher of Swimming and Water Safety' or equivalent qualification through Swim Australia or The Royal Life Saving Society
- Senior First Aid Certificate
- 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.
- Coaching and teaching experience.
- Strong Leadership and staff management experience.
- Sound 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.
- The ability to work flexible hours across 7 days dependent upon the requirements of the program

Desirable Qualifications and or Experience

- Pool lifeguard certificate
- Certificate IV in training and assessment
- Austswim/Swim Australia/Royal Life Saving Assessor certification
- Austswim/Swim Australia Certificate in Teacher of infant aquatics, competitive strokes and disabilities
- ASCTA coaching license

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"/>