

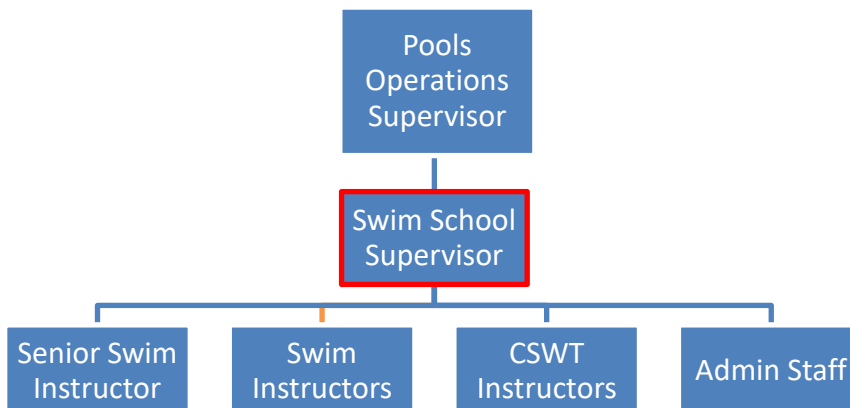
SWIM SCHOOL SUPERVISOR

POSITION DESCRIPTION

POSITION INFORMATION

Group	Democracy, Governance and Venues
Team	Swim School
Reports to	Pools Operations Supervisor
Direct Reports	28
Primary Location	AC Baths, Taupo

TEAM STRUCTURE



POSITION PURPOSE

- Supervise the Swim School to exceed Swim NZ standards
- Develop and refine swim lesson curriculums and outcome standards
- Ensure Swim Teachers deliver lesson programmes to attain defined outcome standards
- Staff Rostering
- Administrative Control
- Manage and develop the Contact Swim Well Taupo & Turangi programme

KEY RESPONSIBILITIES

Responsibility	Key Functions/outcome
Management and Supervision	<ul style="list-style-type: none"> • Manage, deliver, supervise and evaluate learn to swim classes • Managing team • Effective delegation of duties • Build a strong and effective team, capable of providing service of the highest quality • Complete staff performance reviews • Ensuring effective relationship with all customers and staff • Assist with Marketing and Promotions, promoting the facility by increasing public awareness • To fully utilise available pool space and instructors to effectively meet customer demands
Recruitment	<ul style="list-style-type: none"> • Manage recruitment process • Assist with the adverts and timeframes • Complete shortlisting's and interviews • Assist with their on-boarding process • Forward planning for each term for staffing
Training of teachers and coaches	<ul style="list-style-type: none"> • Train all new / current instructors to follow set lessons plans • Arrange buddy up shifts with an experienced swim instructor • Provide ongoing training sessions to assist staff development • Ensuring that team members can perform their duties to the required standard as stated in the SOP, EAP
Contact SwimWell	<ul style="list-style-type: none"> • Recruitment and training of all staff • Staff rostering • Networking with the schools, Contact Energy and Coastguard Safe Boating programme • Deliver the Coastguard safe boating course to students over 8yrs, record stats • Manage school bookings for the whole year • Booking pool space • Prepare monthly reports for Contact • Develop the programme criteria for each level • Deliver lessons to reach the desired level outcomes • Record student's progress and send out assessments to the schools • Send out feedback to all school groups taking part and follow up with team • Comms with the bus agencies and assist with the EPO'S • Facilitate staff trainings for Taupo and Turangi • Record student's participation and total number of swims for each group
Administration	<ul style="list-style-type: none"> • Prepare and keep up to date all program schedules for instructors • Manage Humanity for all swim school staff • Sign off all timesheets • Manage leave requests and all absences • Manage day-to-day administration • Report any damage or maintenance required to the Pools Operations Supervisor or take steps remedial steps is capable

Responsibility	Key Functions/outcome
	<ul style="list-style-type: none"> • Manage comms going out to swim school customers.
Strategic Planning & Business Development	<ul style="list-style-type: none"> • Develop and assist with delivery of events and programs • Continually monitor and improve systems, methods, efficiency and service delivery • Assist with identifying and implementing strategies to maximise participation • Assist with development of partnership opportunities • Manage a plan for retention of existing clients and to attract new customers • Prepare information for business plans in relation to swim teaching programs • Knowledge of budgets and forecasting for the year
Delivery of Programs	<ul style="list-style-type: none"> • Effectively delivering our Learn to Swim Programme to ensure children develop the skills and confidence to progress through each level. • To participate in and contribute towards regular training and practice of essential skills to remain up to date with industry standards • Maintain a high level of instructor competency in swim teaching to Swimming NZ standards and our inhouse programme • Completing assessments of students' progress and submitting recommendations for children to progress levels.
Program Development	<ul style="list-style-type: none"> • Manage the delivery of the structured lesson plans • Ensure there is consistency between all staff delivering the levels and the lesson plans can be taught to the expected standard, within set class timeframes with the stated outcomes. • Teach new and experienced instructors to deliver the set lesson plans • Record child's progress after each completed Term on links • Facilitate staff training sessions
Pool Deck Supervision	<ul style="list-style-type: none"> • Deliver Pool Deck Supervisory duties with the aim to minimize or eliminate parent or observer interference and disruption • Service as point of call for any information regarding existing, past or future lesson plans, class movements or participant feedback. • Excellent communication skills • Assessments of students • Observations of instructors, assist when needed with the lesson delivery and deliver feedback to the team
Customer Satisfaction	<ul style="list-style-type: none"> • All customers are dealt with fairly and to expected standards of delivery • Developing positive and on-going relationships with both children and parents. • Keep up to date with facility services
Records and Reporting	<ul style="list-style-type: none"> • Ensure accuracy of information/records in systems adopted by the department/organisation.
Health & Safety and Wellbeing	<ul style="list-style-type: none"> • Model a culture of safety and wellbeing • Take responsibility for your own health and safety • Ensure your own actions keep self and others safe • Identify, report and assist to eliminate hazards/risks in workplace • Participate in local workplace safety management practices • Participate in workplace wellbeing initiatives

Responsibility	Key Functions/outcome
	<ul style="list-style-type: none"> Ensure compliance under Health and Safety at Work Act 2015
Project Management	<ul style="list-style-type: none"> Undertakes projects and/or other initiatives that may be assigned by the Pools Operations Supervisor or Business & Operations Manager for Venues & District Pools Assist with the LTP of the swim school vision
Emergency Management	<ul style="list-style-type: none"> Participates in civil defence emergency management (CDEM) events and training if required

Note: This is a broad outline of the responsibilities for this position and not an exhaustive list of your responsibilities. Key responsibilities may vary from time to time as directed by your supervisor/manager to accommodate the operational needs of the team and organisation.

FUNCTIONAL RELATIONSHIPS

Internal	External
<ul style="list-style-type: none"> Health & Safety Representative AC Baths Lifeguards Taupo Venues & Reception Staff Various other Taupo District Council staff 	<ul style="list-style-type: none"> Stake holders i.e. user groups, clubs, organisations individual users ratepayers, industry competitors, and iwi Industry Partners i.e. Sports Waikato, Educational Institutions, organisations, groups and other industry facilities Service providers i.e. contractors

VISION

“Making a better life for you and your families. We’re in this together – let’s make it work!”

VALUES

Kia kōtāhi mai – We’re in this together

Unite

Connect

Deliver

Kōtahitanga

Six key behaviours summarises how we will operate and support our values:

- Share and seek information with open, effective and intentional communication
- Support one another with honesty, respect and integrity in all interactions
- Exceed expectations of the community and beyond
- Seek improvement in all that we do
- Harmonise life and work
- Build a stronger relationship with the whenua and the people

PERSON SPECIFICATION

Education and Qualifications

Essential	Desirable
<ul style="list-style-type: none"> NZ or AUS Swim Teachers Certification (or equivalent) Aquatics Level 3: Swim Education Early Childhood, Teaching Swimmers with a Disability, School Age and Adult certificate First Line Management Level 4 Skills Active Assessor First Aid Certificate Driver's License 	<ul style="list-style-type: none"> Degree in physical education or coaching Bronze coaching award

Personal Attributes

Essential	Desirable
<ul style="list-style-type: none"> Effective communication skills Motivator Decisive Confident in managing children of various ages and abilities Leadership Punctual Positive working attitude 	<ul style="list-style-type: none"> Patient Eager and Willing to Add to Their Knowledge Base and Skills

Competencies and Experience

Essential	Desirable
<ul style="list-style-type: none"> Qualified swimming instructor 5 Years Swim Teaching at all levels Supervisor experience Advanced Computer Literacy skills: Word, Excel Administration Cloud Rostering LINKS or similar booking system Customer Services 	

JOB DESCRIPTION SIGN-OFF

Please note that this Job Description will be discussed annually to ensure currency of the position responsibilities.

	Manager	Employee
Name		
Signature		
Date		