

Job Description

VENUES WEST

Position details:

Title:	Swim School Supervisor	Position Number:	07202/07203
Classification:	Level 2		
Branch:	Sport, Recreation, Education and Childcare Programs		
Directorate:	Venue Management		
Award/Agreement:	Public Service Government Officers General Agreement and GOSAC Award 1989.		
Reports to:	Swim School Coordinator		
Direct Reports:	Casual Swim Instructors		
Special Conditions:	None		

About the Organisation

Our Vision is to deliver world class sport and entertainment experiences through the effective management of our venues.

We directly support high performance sport by providing training and competition facilities, direct subsidies to sport on venue and events costs, and through the provision of high performance sport experiences for the community.

We focus on attracting world class sport and entertainment events, providing all Western Australians with the opportunity to be inspired.

About the VenuesWest Way

The following values guide our decision making and behaviour every day:

- We champion dreams
- We find a way to make it happen
- Together we win
- We act like owners
- We celebrate success – big and small

About the Directorate

The Venue Management Directorate is responsible for the activation of VenuesWest managed facilities through the provision of support for high performance sport and delivery of community opportunities for sport, recreation and entertainment.

About the Role

The Swim School Supervisor oversees the day to day running of the Swim School Programs to ensure safe and high quality customer experiences and maximise financial returns.

About the Responsibilities

Administration

- Administrates Swim School programs including:
 - phone enquiries and bookings
 - enrolment system maintenance
 - enrolment and re-enrolment process
 - payments and receipts of fees
 - maintaining customer database and statistical records
 - prepare reports and distribute promotional information
 - program evaluation.
- Arranges and checks equipment regularly for loss and damage.
- Ensures correct venue setup and break down.
- Supervises the day to day running of the swim school program.
- Provides input into the review of Swim School Programs to evaluate quality of service and customer satisfaction.
- Appraises and monitors levels of students and adjust class placement of students as appropriate.
- Assists in the marketing and promotion of the Swim School Programs including coordinating the production of promotional materials in liaison with the Marketing Department.
- Liaises with Aquatic Service Officers and Aquatic Bookings Officer for pool bookings and to ensure efficient management of pool space for swimming programs
- Undertakes administrative duties for other programs as required.

Customer Service

- Liaises with Customer Service staff, Bookings Staff and Venue Delivery areas to provide information on daily activities.
- Addresses customer queries and complaints including telephone enquiries, and assists in ensuring delivery of communications and notifications to customers.
- Welcomes and interacts with parents and students on pool deck.

Staff Supervision

- Assists with the recruitment and induction of casual staff.
- Manages with assistance from the Swim School Coordinator the performance of casual swimming teachers and provides feedback where appropriate.
- Maintains a current database of casual instructors and ensures currency of all instructors' qualifications.
- Monitors swim instructors to ensure quality teaching, student progression and customer satisfaction, including:
 - Providing input into quarterly staff development and assisting with in-service training sessions for swim instructors
 - Assisting with stroke correction drills, stroke progression for students with individual technique problems
 - Assisting with problem students.
- Arranges rosters for casual instructors and advises Swim School Coordinator of any issues.
- Instructs and assesses AustSwim and RLSSA Instructor Certificate students on practicum.
- Assists with ensuring employee compliance with Human Resource standards, policies and relevant legislation.

Other

- Identifies and recommend improvements to VenuesWest Swim School procedures.
- Undertakes coaching duties as required.
- Ensures maintenance of a safe environment for aquatic programs staff and customers.
- Undertake other related duties as required.



About the Person

The following *essential* capabilities are to be addressed in the context of the responsibilities of the position:

1. Previous experience as a swim teacher and supervising a Swim School.
2. Supports shared purpose by understanding organisational objectives, how they relate to the role and makes recommendations for improvements.
3. Organises work to reflect changes in priority; Maintains accurate records and files; Sees tasks through to successful completion.
4. Builds and maintains relationships by keeping clients and colleagues informed, managing progress and responding to changes in client needs; Responds to diverse experiences and takes responsibility for delivering customer service.
5. Exemplifies personal integrity and self-awareness by adhering to the VenuesWest Way and Code of Conduct; Provides accurate information; Stays calm under pressure and ensures work is finalised.
6. Communicates clearly both orally and in writing; Listens to, understands and adapts communication styles to the audience.
7. Clarifies work required, expected behaviours and outputs; Gives support and regular constructive feedback; Keeps team members informed of reasons for decisions and ensures understanding of processes and practices; Supports change initiatives and assists employees to understand the purpose and impact.

Qualifications / Certifications

Essential:

- Provide First Aid Certificate (HLTAID003 or equivalent) and Provide CPR (HLTAID001 or equivalent)
- Current AustSwim Certificate or RLSSA Swim Instructor Certificate
- Working with Children check.

Desirable:

- AustSwim Extensions (Adult or Preschool).
- Royal Life Saving Instructors/Examiners Award

Employment Conditions and Eligibility

Appointment to this position is conditional upon:

- providing appropriate evidence of the 'Right to Work' in Australia
- providing a National Police Clearance Certificate (dated within 3 months from the date of application for the position) from a recognised service provider as determined by VenuesWest

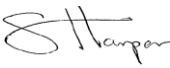
Important note: The key requirements and attributes detailed above are based on the following core capabilities prescribed in the VenuesWest Job Capability Framework:

- Shapes and manages strategy
- Achieves results
- Builds productive relationships
- Exemplifies personal integrity and self-awareness
- Communicates and influences effectively
- Manages people

Additional information can be obtained by contacting Human Resources on (08) 9441 8362.



Certification:

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.		
Steve Harper Chief Operating Officer		Date Approved: 15/10/14
As occupant of the position I have noted the statement of duties, responsibilities and other requirements as detailed in this document.		
Employee Name:		Date Appointed:/...../.....
Signature:		Date Signed:/...../.....

