

Position Description

Position Title

Swim School Tutor

Location

Westland Recreation Centre

Contract Type

Permanent Part Time

Date

20/04/2023

How we make a difference (Our Values)



Be the Customer



Think excellence



Do the right thing

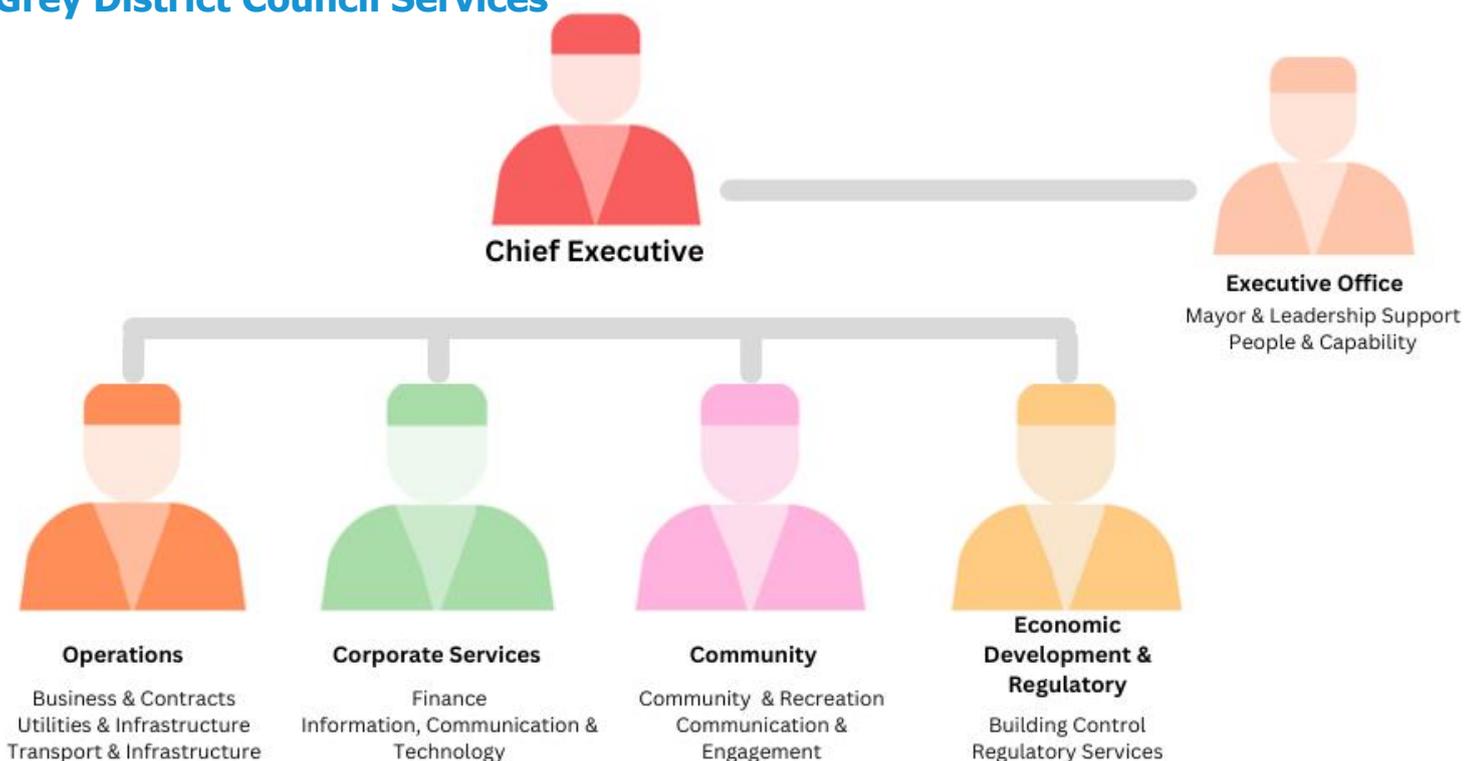


Be Integrity



Lead, together

Grey District Council Services



Position Details

Purpose of Position

The primary purpose of this role is to work as part of the Westland Recreation Centre (WRC) Team to support, maintain and actively participate in the development of our services, and to ensure we are operating effectively, efficiently in alignment with our business outcomes.

Core responsibilities include but are not limited to assisting in the success of the WRC and other recreation facilities with the focus on being a customer driven, clean, well-managed facility, with a high-quality of service delivery.

To effectively and efficiently meet the requirements of a progressive Swim School, providing users with high quality and enjoyable aquatic education classes and programmes and ensuring their safe conduct while using the facilities.

To communicate effectively with students, parents/caregivers and staff to ensure the professional delivery of learn to swim programmes.

To ensure a quality delivery of services in an aquatic environment that maximises the experience for customers.

Key Relationships

Responsible to

Westland Recreation Centre Supervisor (Support Group)

Responsible for

Nil

Internal

- Executive Leadership Team Members
- Community & Recreation Services Team
- All Council Staff
- Mayor and Councilor's

External

- Facility customers
- Members of the public
- Parents/caregivers

Limitations on Authority

This position has no staff or financial responsibilities. However, the Council may from time to time delegate to the officer specified powers and duties which must be exercised with due care and diligence.

Key Result Areas

KPI (area of responsibility)

Measure (successful when)

Swim School Tutor Functions	
<p>Provide support to ensure positive employment outcomes are achieved and relationships are developed and maintained.</p> <ul style="list-style-type: none"> • Teach the Learn to Swim programme within the school term calendar and school holidays when required. • Maintain practicable skills to perform the duties of a swimming instructor. • Show punctuality, respect and professionalism with all work-related dealings. • Ensure that pool space for instruction is ready for swimmers prior to their swim lesson commencement. • Attend all staff meetings and training sessions as required and agreed upon. • Perform duties effectively as an integral part of the overall team. • Enforce all pool regulations in a professional manner. 	<ul style="list-style-type: none"> • All swimming qualifications are kept up to date and current. • The job holder is reliable and customer focused, confirmed by employer and public feedback. • Poolside instruction is coordinated smoothly and controlled in a safe environment for all swimmers. • Effective participation in supporting management initiatives and overall aquatics activities. • Effective communication exists between staff and management. • Contributions are offered towards continuously improving activities and daily operations at WRC and other recreation facilities. • Interaction with customers' impacts positively on their behaviour, ensuring a safe environment is maintained and accidents prevented.
Swim School Promotion	
<ul style="list-style-type: none"> • Promote Swim School, aquatic and recreation programmes and initiatives. • Assist in the delivery of events and programmes with a view to maximising participation. • Assist in the implementation of marketing plans for the swim school, events and programmes as instructed by the Manager. • Present the benefits of water safety to the community as agreed with the WRC Supervisor. 	<ul style="list-style-type: none"> • In conjunction with the WRC Supervisor, aquatic recreation programmes are planned and implemented as per AustSwim affiliation. • Recreation programmes are delivered with a view to maximising participation and programme viability in respect of both economic and social returns. • Membership/participation in aquatic programmes increase. • Customer needs and requirements are identified correctly, and services meet or exceed their expectations.
Customer Service	
<ul style="list-style-type: none"> • Promote a 'customer first' and first contact resolution culture so that all our customers hold Council in high regard for the way they are treated. • Maintain high level of customer service under all conditions, devising solutions and meeting commitments within timeframes and constraints. • Effectively balance the conflicting demands of various customers. 	<ul style="list-style-type: none"> • Responsive to customers at 'first contact'. • Enquiries/requests followed through within agreed timeframe and in a manner that promotes resolution. • Evidence of improving customer service within the Group. • Positive experience for the customer.

Person Specification

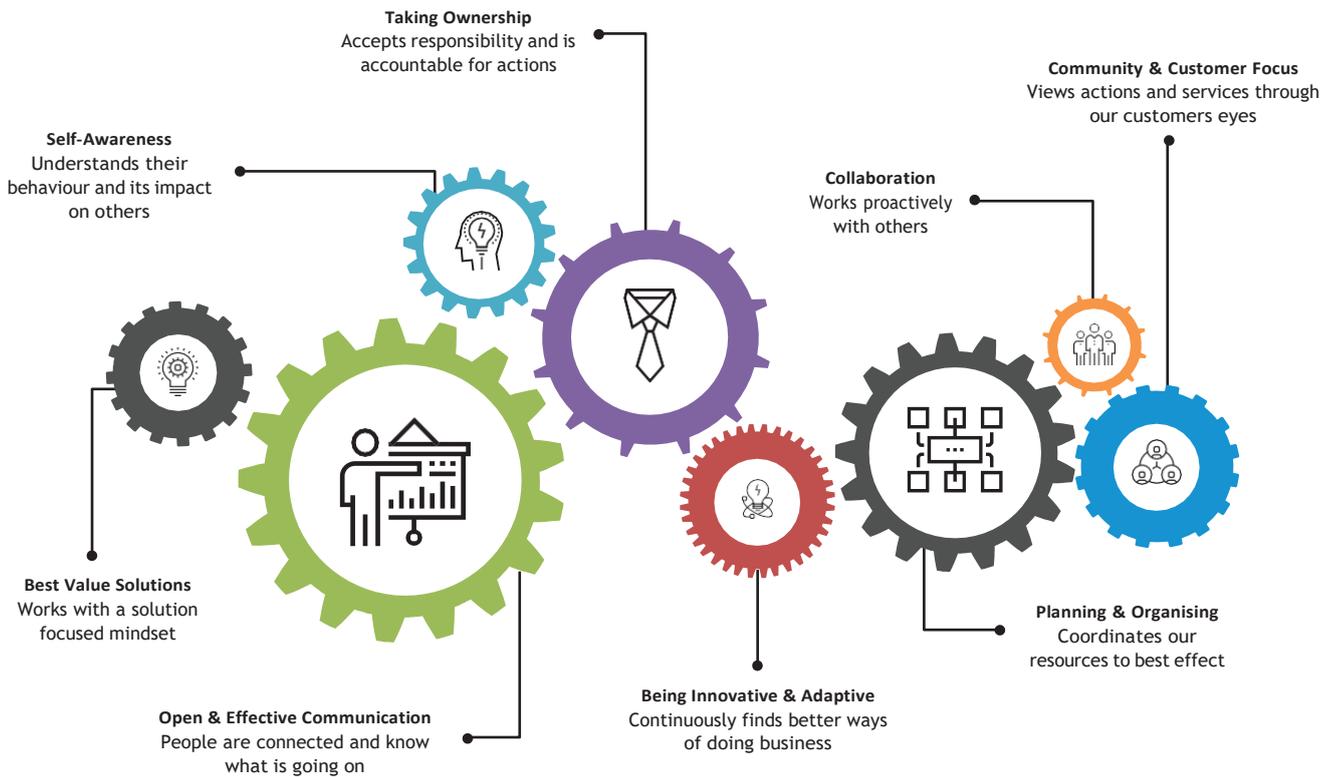
Qualifications and Experience

- Hold a current AUSTSWIM qualification is preferable (or willingness to obtain)
- Hold a current comprehensive first aid certificate (or willingness to obtain)
- Criminal record checks are mandatory as the successful candidate will be working with young children
- A current and valid New Zealand Drivers' licence is desirable

Personal Attributes

- Able to demonstrate good fitness level and swimming ability
- Experience in instruction of Learn to Swim and/or previous experience in instructing groups of children/adults would be advantageous
- Experience in a customer service environment and the ability to engage with a wide range of people with sensitivity and diplomacy
- Good communication skills (verbal & written) and ability to remain calm and focused in an emergency are essential
- Innovative and self-motivated, enthusiastic team player with a positive attitude

Core Competencies



Key Requirements for all Council Staff

- ✓ Embrace the Council's values and continuously seek self-improvement regarding our Core Competencies.
- ✓ Take reasonable care for the health and safety of yourself and others at GDC (including visitors, volunteers, contractors, and general public). Comply with any reasonable health and safety instruction, policy or procedure and ensure that all hazards, risks and incidents in the workplace are reported.
- ✓ Manage information of all activities within the Council's corporate business and information systems according to information management policies and procedures.
- ✓ Participate in Civil Defence training programmes and exercises and assist effectively in Disaster Recovery and Business Continuity Planning.
- ✓ Perform other duties as required to support your team, group, and Council as a whole.

Position Description Approval

From time to time it may be necessary to consider changes in the Position Description in response to the changing nature of our work environment – including technological requirements or statutory changes.

**Position Description Approved
By Group Manager**

Date

**Position Description Accepted
By Position Holder**

Date