



POSITION DESCRIPTION/SPECIFICATION

1. POSITION IDENTIFICATION

Title	Program Supervisor Swim School	Level	4 (LC)
Business Unit	Leisure and Cultural Services	Position Number	1724, 00994
Directorate	Corporate Services	Date Established	November 2023
Reporting to	Swim School Supervisor	Date Updated	July 2025

2. KEY OBJECTIVES

- Oversee the daily operations of the Craigie Leisure Centre Swim School services to provide patrons with well-maintained, safe, and welcoming facilities and services.
- Coordinate, implement and deliver programs that meet the needs of a diverse and growing community.
- Provide support to the swim school supervisor in the day-to-day administration and operation of all swim school services.
- Provide a high level of customer service to internal and external swim school customers and Craigie Leisure Centre patrons.
- Promote a safe working environment.

3. KEY ACCOUNTABILITIES

- Ensure all activities undertaken in swim school services and administrative records are in accordance with relevant legislation, the City's protocols, procedures and guidelines.
- Ensure delivery of prompt, courteous, efficient, and effective customer service in accordance with the City's Customer Service Charter and relevant protocols and procedures.
- Ensure information is handled in a professional, discreet, and confidential manner.
- Ensure prompt and accurate capture of corporate information and documentation in accordance with the City's record keeping system and associated policies, protocols, and practices.
- Comply with Work, Health and Safety (WHS) legislation, city protocols, procedures and other WHS related requirements, and actively support the city safety systems.

4. KEY ACTIVITIES

ACTIVITIES

Outcome: Program Delivery and Services

- Oversee and provide guidance to swimming instructors to deliver swimming lessons and swim school services to students and customers.
- Undertake administrative duties associated with the Learn to Swim Program.
- Provide assistance to the swim school supervisors in the management of new enrolments, student movements, cancellations, and other student enrolment requirements.
- Respond to emergencies and provide first aid/emergency care in accordance with established procedures.
- Liaise with parents or guardians about the swimming progress of their child(ren).
- Provide the swim school supervisors with input and assistance in the planning and delivery swim school activities and programs.
- Provide the swim school supervisors with input on matters relating to equipment requirements, documentation, or other swim school matters to be addressed.
- Provide assistance to the swim school supervisors in managing shift covers and communication with swimming instructors to ensure correct staff ratios are met.
- Guide and ensure the correct set up/down of equipment for timely and safe conduct of learn to swim programs and services.
- Identify ways to improve programs and work practices to the swim school supervisors.
- Attend meetings and in-house training as required.
- Actively promote the other products and services of the Craigie Leisure Centre.
- Participate in the set-up and dismantling of equipment.
- Perform other duties as requested within the scope of this level and in accordance with skills, knowledge, and experience.
- Maintain satisfactory level of skills and qualifications.

Outcome: Customer Service

- Respond to customer enquiries, feedback, and requests in a timely manner.
- Provide a high level of customer service to members, patrons, and employees.
- Complete public and student assessments in accordance with bookings and assessment rosters.
- Maintain confidentiality and privacy of customer records.
- Deliver quality customer service by proactively identifying specific customer needs or issues and resolving matters by exceeding expectations or with a positive outcome.

Outcome: Work Health and Safety

- Adhere to all city procedures to maintain a safe environment for both customers and employees.
- Be proactive in maintaining a safe and hygienic work environment through the effective supervision of customers.
- Report any incidents, unsafe practices, accidents and or injuries.
- Identify hazards, assess, and control risks in accordance with established safety and health standards, policies and procedures.
- Report any maintenance or cleaning issues immediately.

5. WORK RELATED REQUIREMENTS

Essential Skills, Knowledge, Experience and Qualifications:

Skills:

- Interpersonal and verbal communication skills, with the ability to liaise and communicate effectively with employees, members, and the general public.
- Demonstrated planning and organisational skills to supervise and deliver learn to swim programs.
- Ability to deal with customer issues, enquiries, and requests for information in a timely and courteous manner.
- Ability to provide on-the-job training and guidance to employees in a swim school setting.
- Well-developed written communication skills.
- Competent computer skills including Microsoft Office programs.

Knowledge:

- Of rules, regulations and guidelines advocated by key industry bodies governing learn to swim and water education programs.
- Of activities involved in the delivery of learn to swim and water education programs.
- Of processes and procedures in a leisure centre environment, including administrative procedures.
- Of Work, Health and Safety principles.

Experience:

- In the supervision and delivery of learn to swim programs.
- In contributing to the development, modification, and evaluation of learn to swim programs.
- Working in a service environment dealing with customers and the public.

Qualifications / Clearances:

- AUSTSWIM Teacher of Swimming and Water Safety Certificate or equivalent.
- Current Working with Children Check (WWCC) or willingness to obtain within first 3 months of appointment.
- Current Provide First Aid Certificate (HLTAID011) or willingness to obtain within the first 3 months of appointment.
- Current Provide Cardiopulmonary Resuscitation (HLTAID009) (renewed annually) or willingness to obtain within the first 3 months of appointment.

6. EXTENT OF AUTHORITY

- Freedom to act is within established guidelines; follows standards and procedures.
- Responsible for planning and organising own work and overseeing the work of others. Positions may provide local decisions, directions, and leadership.
- Works under general direction.
- Solutions to problems and decisions may require the exercise of limited initiative and/or judgment with guidance found in precedents, guidelines, or instructions. Assistance is available when problems occur.

7. **WORKING RELATIONSHIPS**

Level of Supervision:

- Works under general supervision.

Internal:

- Craigie Leisure Centre employees.

External:

- Craigie Leisure Centre patrons.
- Commercial agencies (contractors and suppliers).

8. **POSITION DIMENSIONS**

NUMBER OF EMPLOYEES DIRECTLY REPORTING TO THE POSITION	0
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