



## POSITION DESCRIPTION

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### 1. POSITION DETAILS

<b>Position Title:</b>	<b>Programs Team Leader</b>
<b>Department:</b>	<b>Community and Library Services</b>
<b>Reports to:</b>	<b>Enfield Aquatic Centre Coordinator</b>
<b>Direct reports:</b>	<b>Program Support Officers, Casual Learn to Swim Instructors, Casual Fitness Program Instructors</b>
<b>Grade:</b>	<b>6</b>

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### 2. POSITION PURPOSE

To assist with the provision of high quality aquatic programs at the EAC, including the Learn to Swim (LTS) Program, Fitness Programs and Community Programs. Also, to assist with staffing, operations and customer service at the EAC and maintaining the centre to provide a safe, healthy, attractive and enjoyable aquatic environment for the community.

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### 3. ESSENTIAL CRITERIA

- Demonstrated experience teaching people from diverse backgrounds and skill levels in aquatic programs.
- Demonstrated experience in program development, implementation and promotion.
- Demonstrated experience in staff supervision and leading a program delivery team.
- Demonstrated high level communications skills, both written and spoken.
- Word processing skills, cash handling skills and working knowledge of computer / program booking systems and capacity to provide basic systems support.
- Austswim Teacher of Swimming and Water Safety Certificate.
- Accredited Austswim Assessor.
- Current National recognised First Aid Certificate & Senior Resuscitation Certificate.
- Extensive knowledge of WHS & EEO.

#### Desirable

- Certificate IV as a registered NSW Fitness Leader.
- Austswim Teacher of Infant Aquatics and People with Disabilities.
- Lifeguard Certificate and Pool Lifeguard License.

- Pool Operations qualifications.

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#### **4. MAJOR ROLE AND CHALLENGES OF THE POSITION**

The major role and challenges for the position of Programs Team Leader are to:

- Maintain and grow Council's LTS and Fitness Programs in line with community expectations and industry trends.
- Monitor programs and coordinate program planning to meet budget targets.
- Develop high quality promotional and information collateral for all EAC Programs.
- Support the EAC Coordinator to ensure operational and service requirements and standards are being met by all staff.
- Work as a team player with the Coordinator, Team Leaders and other staff of the centre.

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#### **5. WH&S RESPONSIBILITIES**

Team Leaders are responsible for the day to day supervision of their employees, contractors and volunteers and for ensuring all tasks are performed safely. In particular, they shall:

- Ensure all tasks are performed in accordance with Legislative requirements;
- Ensure all tasks are performed in accordance with the safe work method statements and safe operating procedures;
- Review all Council activities and undertake steps to improve safety;
- Promote WH&S with employees, contractors, volunteers and the public;
- Ensure reported hazards and other WH&S issues are dealt with immediately or discussed with Coordinators and Group Managers without delay;
- Ensure employees, contractors and volunteers participate in relevant WH&S training;
- Ensure that injured employees, contractors and volunteers are adequately cared for immediately following an accident;

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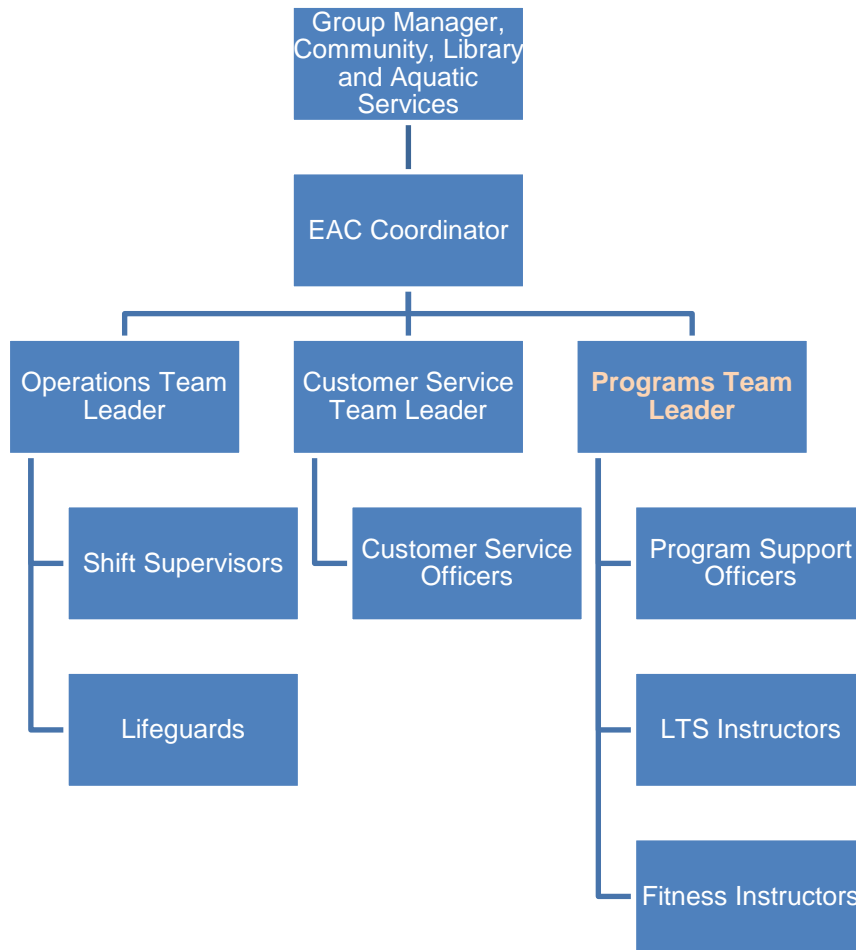
#### **6. KEY ACCOUNTABILITIES**

- In conjunction with the EAC Coordinator, organise, conduct and oversee all EAC Programs, and in particular the LTS and Fitness Programs.
- Assist the EAC Coordinator to develop, document and apply procedures and work instructions ensuring maximum efficiency, program delivery and customer service.
- Supervise all Instructors and Program Support Officers.
- Implement systems to ensure classes are run safely and effectively and that lesson plans are carried out and students are assessed correctly.

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- Maintain Council's LTS and Fitness Programs bookings system and the database of people enrolled in the programs.
- Ensure all LTS and Fitness Program equipment is properly maintained and stored.
- Monitor and maintain the staff database to ensure all staff qualifications are kept up-to-date.
- In conjunction with the EAC Coordinator, develop and promote the LTS and EAC Fitness Programs.
- In conjunction with the EAC Coordinator, prepare training programs for Learn to Swim and Fitness staff.
- Supervise and/or conduct the school intensive LTS Programs.
- Work with other stakeholder in planning events and special programs.
- Oversee pool bookings, including coordination of lane allocations.
- Monitor and maintain program payments and credits to ensure all details are up-to-date.
- Prepare draft rosters for programs staff, as required, for approval by the EAC Coordinator
- Liaise with schools to facilitate the Schools LTS Program.
- Undertake outreach initiatives to local organisations and groups to promote LTS and Fitness Programs.
- Undertake community education and outreach water safety education initiatives with local schools and preschools.
- Ensure appropriate cash handling practices are maintained for all enrolments, including cash-off practices.
- Support the operations of the EAC, assist in maintaining the EAC in a clean and safe condition and assist as required with customer services tasks, such as cashiering.
- Assist in maintaining good relations with all users of the EAC.
- Positively promote the EAC and its programs to current and potential patrons.
- Assist the Coordinator to prepare regular reports, including graphs and tables.
- Assist with the training of new EAC staff.
- Support and ensure continuity in frontline customer interfaces (e.g. Point of Sale, social media, online tools, app configurations etc).
- In conjunction with the EAC Coordinator, establish and report on workplan KPIs.
- Participate in the on-call roster for after hours support.

**7. ORGANISATIONAL RELATIONSHIPS**



**APPROVAL OF POSITION DESCRIPTION**

- This position description has been reviewed and accurately describes the job.
- Job qualifications are relevant to the position.
- If changes are required to be made to your position description, please contact the Executive Manager, Organisation Development for advice on alterations.

General Manager:

Date:

Position Holder:

Date: