

POSITION DESCRIPTION

AQUATIC PROGRAMS COORDINATOR

POSITION DETAILS

Date of Position Description	March 2023
Position Title	Aquatic Programs Coordinator
Position Grade	10
Directorate Business Unit	Community Services Social & Community Services
Reports to	Operations and Programs Manager
Physical Requirements Category	Category 3 – Combined role with some Physical Requirements

POSITION OVERVIEW

This position is responsible for managing the direction and day-to-day operations of Aquatic Programs including but not limited to instructor/teacher management, class supervision, program efficiency and customer service delivery. The position drives innovation in aquatic program design and delivery, and customer service excellence.

KEY RESPONSIBILITIES

Role Specific

- As a member of the Aquatics and Wellness leadership team, contribute to the strategic directions of Council and implement the priority services, projects and initiatives identified in Council's Operational Plan in a timely, cost effective and operationally efficient manner.
- Development, coordination and implementation of a comprehensive suite of programs including Swim School across City of Parramatta Aquatic facilities
- Assisting the Aquatic Manager with Grant Applications to enable delivery of Swimming and Water Safety Programs.
- Develop, implement, review and evaluate industry standard policies and procedures for all aquatic programs
- Recruitment, Kronos approvals, developing a training plan for staff, rostering and assessing staff performance
- Develop and deliver an Operations staff training plan (in-house professional development) and assist the Operations and Program Manager in the performance review process for all Operations line-managed permanent and casual staff
- Assist the Aquatics Manager with the annual Management Plan, and ensure that all aquatic programs operate in a cost-effective manner within the parameters of the Management Plan
- Maintain effective and cooperative communication with customers, contractors, business and other external and internal stakeholders.
- Coordinate the promotion and marketing of aquatic programs with assistance from City of Parramatta's marketing and media team
- Administer procurement, requisition and purchasing of goods and services for the facility within Council's Procurement Guidelines and established budget
- Review appropriate goals and performance indicators with the Aquatics Manager
- Ensure all staff deliver a high level of Customer Service

- Complete accurately and timely reporting on a monthly, quarterly and yearly basis as directed.
- Ensure a high level of communication, public relations and customer service to all users including effectively resolving customer complaints and suggestions
- Provide information and advice on programs and facilities to the public as required
- To develop, market and evaluate Council's aquatic facilities and associated Programs
- Liaise with senior staff to maximise the fluidity and efficiency of support systems associated with aquatic programs
- Promote teamwork and communication through the management of day-to-day and ongoing staffing levels / rostering, allocation of duties.
- Actively participate in professional development training sessions, both internally and externally, mandatory training and all relevant team meetings. Assist in developing and delivering an in-house training plan for aquatic programs staff

Baseline

- Ensure that all practices are up to date with current and pertinent legislation, statutory regulations and better practice to ensure a subject-matter-expert mindset is adopted and promoted to all stakeholders.
- Monitor the Aquatic Programs team's annual budget and provide key inputs to the budgeting and forecasting processes to promote sound financial sustainability
- Promote continuous improvement and innovation in practices, optimisation of technology, procedures and recommendations with the aim of providing better service to the client base in line with the organisation's values.
- Build in performance metrics and mechanisms to identify early visibility of risks to enable mitigation approaches.
- Promote and maintain effective relationships with all external business partners including community organisations, contractors, State and Federal authorities.
- Ensure to take reasonable care of the health and safety of yourself, employees, visitors, contractors and volunteers whilst at work, and cooperate with the organisation to comply with WHS legislative obligations.
- Promote the value of diversity and inclusion in all practices, engaging with and integrating the views of others.
- Contribute to customer service and organisational effectiveness, by acting ethically, honestly and with fairness.

KNOWLEDGE

Qualifications

- AUSTSWIM, Royal Life Saving or Swim Australia Teacher of Swimming and Water Safety
- AUSTSWIM or Swim Australia Teacher of Infant and Preschool Aquatics
- Current resuscitation certificate
- First Aid Certificate
- NSW Working with Children Clearance

Experience

- Minimum 3 years' experience in a similar role
- Strong background and experience in program and service delivery
- Experience in managing program, program revision and developing and implementing new programs
- Demonstrated ability to accurately handle and reconcile tills at the end of the shift

Skills

- Ability to proactively identify and manage safety hazards associated with the operation of aquatic based programs and the centres
- Demonstrated capacity to prepare high quality reports and correspondence
- Sound skills in marketing and promotion of services and programs
- Sound communication, negotiation and dispute resolution skills
- Demonstrated ability in exercising initiative and judgments in applying established procedures
- Proven leadership in the ability to handle difficult clients and solve problems quickly and efficiently
- Ability to work in harmony, gain cooperation and assistance within the team environment