



POSITION DESCRIPTION

Aquatics Officer

Incumbent:	VACANT
Department:	Recreation
Location:	Ararat Fitness Centre, Ararat
Reports to:	Leisure Centre Lead
Supervises:	Swim Instructors
Employment Status:	Part-time (0.26 EFT)
Award Classification:	Band 3
Prepared by:	Human Resources Business Partner
Approved by:	Chief Executive Officer

Position Summary

The Aquatics Supervisor is responsible for the coordination and development of the aquatic program at Ararat Rural City Council Leisure Services (i.e., learn to swim, squads, schools, holidays), ensuring a high-quality, safe, and efficient service. This position plays a significant role in the ongoing growth of the swim school program through quality delivery of lessons and retention of the current membership base.

Applicants should be aware that this position requires flexibility in working hours, including weekends.

Key Responsibilities

- Supervise staff, daily activities and operation of lessons, ensuring quality and safety to all patrons.
- Facilitate training and upskilling of staff for consistent service delivery of programming.
- Provide a safe environment and liaise effectively and professionally with program participants, parents, school and staff.
- Evaluate and monitor participation in aquatic programs, including the identification of initiatives to maximise participation.
- Ensure the highest quality standards are maintained relating to aquatic programs, service delivery and facilities in accordance with the standards recommended by the Royal Life Saving Society (RLSS) 'Guidelines for Safe Swimming Pool Operation' and relevant internal Council policies.
- Maintain relevant records of aquatic programs including scheduling, bookings, and participation.
- Ensure that all Aquatic Program invoicing is completed in a timely manner.
- Prepare reports and undertake other administrative duties as required.
- Ensure aquatics staff have all necessary equipment to carry out their activities, and that it is well maintained.
- Contribute to the design, implementation, and evaluation of the Aquatic Program.
- Report incidents and accidents on matters relating to the operation of the aquatic programs and services.
- Support staff to ensure that high-quality customer service is always provided in accordance with Council standards.
- Maintain effective and cooperative communication with all internal and external customers, including community groups/organisations, businesses, and other departments of Council.
- Identify opportunities and necessary resources to further enhance the aquatics programme to achieve business objectives
- Assist with the implementation of marketing promotions and initiatives for customer acquisition, retention, and increased participation
- Promote fair, ethical and professional work practices in accordance with Council's Code of Conduct
- Ensure compliance with Council's Risk Management Policy, Risk Management Framework and OH&S Policy.
- Observe all policies and procedures of Council.
- Any other duties as required within the scope of the position.



POSITION DESCRIPTION

Accountability & Extent of Authority

- Performs work under general supervision.
- Provide information and guidance to the public and other staff within the area of expertise.
- Ensure the quality of one's own work and that of the team are performed in a timely and accurate manner, providing efficient service to both internal and external customers.

Judgement & Decision Making

- The position requires personal judgement.
- The ability to resolve problems with the intuition to seek assistance from senior employees when required.
- The tasks to be performed involve selection from a range of techniques, systems and processes.

Specialist Knowledge & Skills

- The understanding and application of quality control techniques.
- Provision of guidance and assistance as part of a team.
- Provision of programs in conjunction with supervisor.
- Supervisory skills.

Management Skills

- Provide employees under supervision with on-the-job training and guidance.
- Basic knowledge of personnel practices.
- The ability to maintain confidentiality.
- Ability to manage time and plan and organise own work to meet the objectives of the position.

Interpersonal Skills

- The ability to liaise with local schools and sporting and community groups to maximise usage of aquatic areas.
- Ability to liaise and empathise with customers and their enquiries, requests, or complaints.
- Developed written and oral communication skills with the ability to take clear messages and prepare routine correspondence and reports when required.

Qualifications & Experience

- Previous experience in an aquatic centre.
- Current certification AustSwim, Swim Aust, LSV (Teacher of Swimming and Water Safety).
- Pool lifeguard certificate
- A current First Aid Certificate & CPR.
- Knowledge of the recreation industry and associated issues.
- Current Working with Children Check.
- Must be willing to undertake a National Police Check.

Special Characteristics

This position may involve weekend and evening work according to a roster under the provisions of Award Clause 18.3.1 – Pool Lifeguard and Recreation Centre Staff.

Position Approval

	Signed	Date
Acknowledged by Employee		
Approved by the Human Resources Business Partner		
Approved by the Chief Executive Officer		