

Learn To Swim - Teacher In Charge

CLASSIFICATION: Band 4

OCCUPANT: Vacant

DATE: July 2025

POSITION CONTEXT & OBJECTIVE(S):

The Learn To Swim Teacher In Charge (TIC) is responsible for assisting in the delivery of Learn To Swim programs, ensure a safe and effective learning environment, while assisting with team, resources and student progress, in line with program and Centre policies

KEY RESPONSIBILITIES AND DUTIES:

1. General

- Providing a high level of service to internal and external customers.
- Conducting client interactions through the Centre's customer relationship management system.
- Actively cross promotes AquaZone's programs and services to patrons.
- Maintaining the presentation of work areas to agreed standards.
- Ensuring accurate recording and reporting of all accidents, incidents and customer feedback/complaints.
- Completing all required administrative functions efficiently and effectively.

2. Program Delivery

- Plan and conduct Learn to Swim lessons for various age groups and abilities.
- Ensure lessons are fun, engaging, and promote water safety.
- Implement and adapt lesson plans to meet individual student needs.
- Provide clear and concise instruction on swimming techniques and water safety.
- Conduct student assessments and monitor progress.
- Provide regular feedback to students and parents on their progress.

3. Team Leadership

- Shift supervision and support to Learn to Swim instructors.
- Assist supervisor in identification of training and development requirements for staff.
- Ensure compliance of teaching with program objectives and Centre policies
- Maintain a positive and supportive team environment.

4. Safety & Operations:

- Ensure a safe and clean aquatic environment for all participants.
- Adhere to all relevant safety policies and procedures.
- Respond effectively to emergencies and incidents.
- Maintain accurate records of student attendance and progress.
- Manage equipment and resources effectively.

5. Customer Service:

- Provide excellent customer service to students, parents, and other stakeholders.
- Address inquiries and concerns promptly and professionally.
- Promote the Learn to Swim program and encourage participation.
- Maintain accurate records of student attendance and progress.

KEY SELECTION CRITERIA:

All applicants are required to respond to the following bullet points in their application:

1. Demonstrated, data management, and point of sale experience
2. Demonstrated customer service skills.
3. Basic computer skills
4. Demonstrated experience working in a public aquatic facility.

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5. Demonstrated experience in applying safe work practices and procedures in the workplace.
6. Previous experience in providing supervision and on the job training
7. Essential: Teacher of Water Safety and Swimming, and CPR
8. Desirable- 1 or more of the following: Teacher of Infants & Preschool Aquatics, Teacher of Competitive Strokes, Teacher of Adults, Teacher of Aquatics- Access and Inclusion

The qualifications, skills and experience outlined in this description are ideals to which the occupant will aspire. Unless specifically stated, they are not essential.

GENERAL EMPLOYMENT PROBITY CHECKS:

The incumbent must have and maintain a current Fit2Work (Police Records):

☒ YES

The incumbent must have and maintain a Working with Children Check:

☒ YES

ORGANISATIONAL RELATIONSHIPS:

Reports to:	Learn to swim Team Leader
Supervises:	NIL
Internal Contacts:	Other Council Staff
External Contacts:	Centre Patrons, Schools and Community Groups

ACCOUNTABILITY AND EXTENT OF AUTHORITY:

- The efficient, effective and quality output of the Centre as a whole, by providing direct support and assistance to the Learn to Swim Team Leader in accordance with Centre procedures, customer needs and nominated timeframes.
- Freedom of acting is governed by the procedures and objectives of the Centre with regular reporting to the appropriate team leader.
- It is the responsibility of the staff members to monitor the validity of required qualifications and update these where necessary.

JUDGEMENT AND DECISION MAKING:

- Work is performed according to specific guidelines and procedures under general supervision.
- Guidance and advice are readily available.
- Tasks performed may involve selection from a limited range of existing systems, equipment and processes in a defined range of recurring work situations.
- Uphold and enforce Centre conditions of entry.

SPECIALIST KNOWLEDGE AND SKILLS:

- The ability to use computer systems including point of sale, member database and Microsoft Office.
- Well-developed customer service skills including personal and telephone reception.
- The ability to complete administrative procedures.
- A knowledge and understanding of the aquatic/fitness industry.
- Sound knowledge of the overall function and organisation of the Centre and its staff.
- Sound knowledge of staff management skills

MANAGEMENT SKILLS:

- Efficient and effective planning and use of own time to achieve specific and set objectives with the resources available and within set time frames.

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- Ability to initiate and recommend to supervisor improvements to procedures throughout the Centre.
- Ability to handle difficult customers and stay calm in emergency situations.
- Ability to work under pressure and maintain a consistent approach to the public.

INTERPERSONAL SKILLS:

- Ability to gain co-operation and assistance from members and guests.
- Ability to work in a team environment and work autonomously as required.
- Good communication skills of an order sufficient to effectively communicate orally and in writing. with Centre Customers, Council employees, members of the public, and suppliers.
- Skills in the preparation of routine correspondence and reports

QUALIFICATIONS AND EXPERIENCE:

- Strong swimming skills and water safety knowledge.
- Experience in teaching swimming and water safety.
- Excellent communication and interpersonal skills.
- Ability to work independently and as part of a team.
- Strong organizational and time management skills.
- Ability to manage and motivate a team.
- First aid and CPR certification.
- Relevant qualifications or certifications in swimming instruction.
- AUSTSWIM Teacher qualification or equivalent experience in Customer Service or related role.
- Basic Computer Skills.
- Good written and verbal communication skills and ability to build relationships with staff and client groups.

TERMS AND CONDITIONS OF EMPLOYMENT:

The Terms and Conditions in this Position Description are to be read in conjunction with the Warrnambool City Council Enterprise Agreement.

AGREEMENT:

I accept and agree to the duties in this Position Description. I understand that this Position Description is to be read in conjunction with the General Terms & Conditions of Employment and I agreed to abide by the terms and conditions stipulated therein.

Name:	
Signature:	
Date:	