

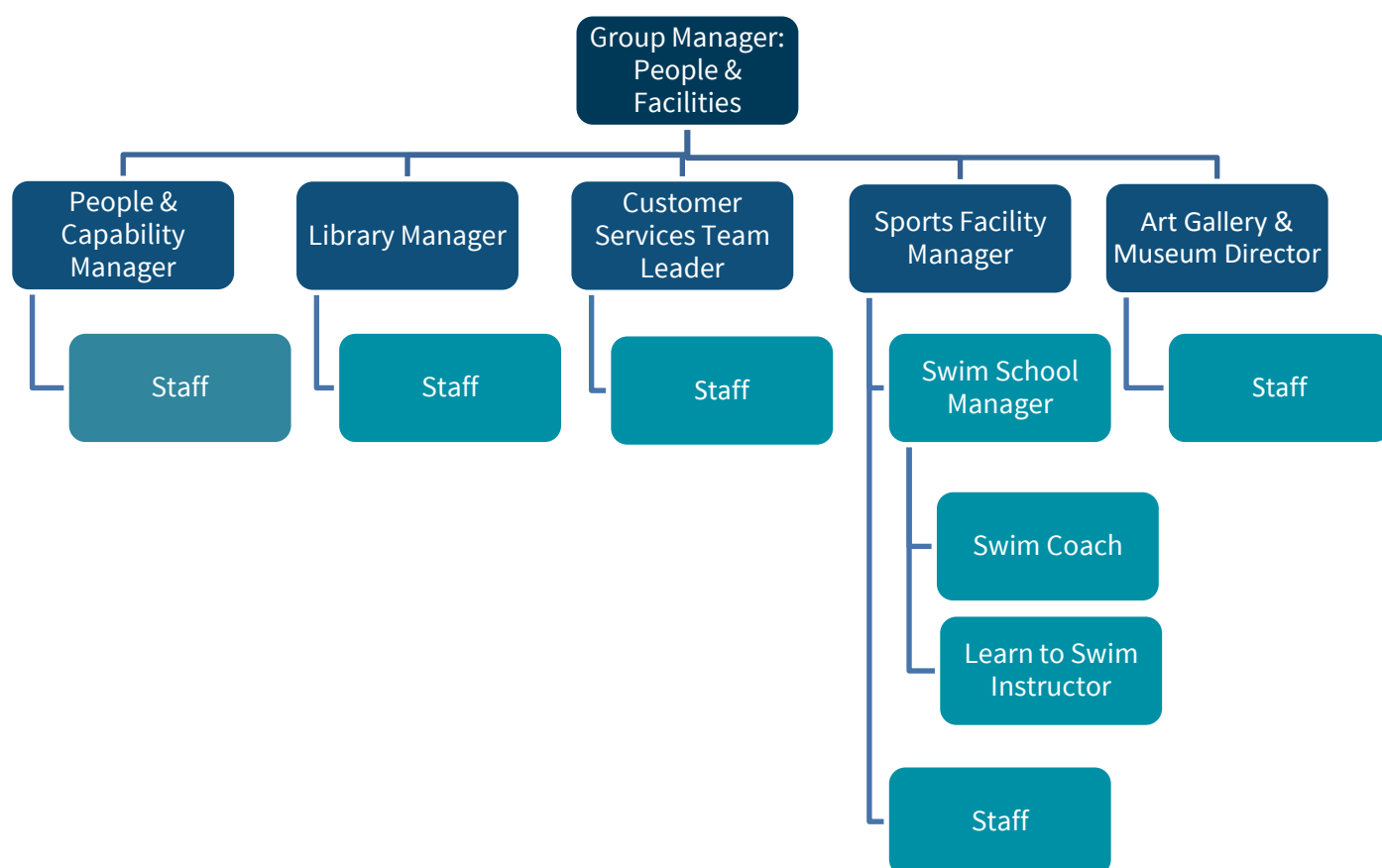
# Position Description

<b>Position Title:</b>	Learn to Swim Instructor
<b>Reports To:</b>	Swim School Manager
<b>Team:</b>	Sports Facility
<b>Group:</b>	People & Facilities
<b>Employment Type:</b>	As per letter of offer.
<b>Date Modified:</b>	August 2022

## Purpose

To deliver effective aquatic education in a friendly and safe learning environment, ensuring a high level of service is delivered to the customer.

## Group Structure



# our Purpose

Supporting our communities to thrive by working together to provide services and places for people to connect, grow, live, work and play.

# our Values

Our Values describe how we are going to achieve our purpose and vision, and they underpin how we work; they support how we make decisions, how we treat each other and our communities, and how we behave everyday. They guide us all and they apply to everyone in our organisation, no matter where we work or what we do.



- ✓ Build trust by communicating openly and acting with integrity
- ✓ Apply a customer lens to everything we do
- ✓ Make responsible decisions by balancing different needs
- ✓ Plan for our future and think sustainably
- ✓ Take responsibility and "own" our roles



- ✓ Know our stuff and encourage knowledge sharing and professional growth
- ✓ Learn from our successes and mistakes
- ✓ Aim to improve and innovate by questioning the status quo & bringing ideas to life
- ✓ Focus on solutions
- ✓ Follow through with our commitments



- ✓ Collaborate and tackle challenges together
- ✓ Work with and for our communities
- ✓ Think about how our work impacts others
- ✓ Acknowledge and celebrate our achievements
- ✓ Value and encourage social connections



- ✓ Encourage diverse ideas
- ✓ Keep an open mind
- ✓ Have empathy for and support one another
- ✓ Care for the wellbeing and safety of ourselves and others
- ✓ Seek to understand what is important to others

## Key Accountabilities

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### Tutoring

- Deliver Learn to Swim education in accordance with the established manuals and procedures, in a safe and efficient manner.
- Assist in the development, planning, implementation and evaluation of programmes to ensure customer expectations are met and/or exceeded.
- Participate in positive interaction with customers, providing a fun, safe and enjoyable experience.
- Provide a high standard of customer service, treating all customers with respect and in a helpful and friendly manner.
- Accurately record information regarding customer learning and membership in appropriate systems.
- Assess swimmers to determine appropriate level for learning.
- Interact with parents regularly, and provide constructive feedback on their child's progress.
- Ensure no justifiable complaints are received.
- Efficiently and competently provide assistance to those in need, ensuring your own safety.
- Monitor plant and equipment to ensure they are operating effectively and report any concerns to the Plant & Maintenance Operator.

### General

- Work effectively with the rest of the Learn to Swim and Sports Facility Staff to develop strong working relationships.
- Maintain your personal level of fitness, current competency and all required qualifications as described under specialist expertise
- Hold a current first aid certificate and provide basic first aid assistance to staff and customers in need, in accordance with established procedures.
- Perform duties of other staff as required to provide cover and absences of staff, ensuring that all assigned areas are supervised at all times and established rules and procedures are adhered to.
- Attend and take an active role in staff meetings and training.
- Provide clear and accurate information to the customers about the range of facility services and programmes offered, to encourage ongoing custom.
- Proactively assist other staff to maintain a high standard of facility presentation.

### Corporate Contribution

- Contribute to and follow the organisation's governance, corporate plans, policies, projects, initiatives and strategies.
- Participate in performance development and assessment processes.
- Contribute to and follow health and safety policies and procedures, including accurate reporting.
- Ensure proper care and use of plant, vehicles and equipment.
- Assist in providing civil defence functions and / or maintain the provision of essential services in emergency management events.
- Undertake any other relevant duties, including attending out of hour's meetings as requested by your Manager or Group Manager.

## Position Requirements

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The below qualities, knowledge and skills are the key focus for this role and are used to assess an applicant's suitability for the role and the incumbent's performance in the role.

### Personal Qualities

#### Creativity and Innovation

- Draws on a range of information sources to identify new ways of doing things.
- Translates creative ideas into work process improvements.
- Reflects on experience and is open to new ways to improve processes.

#### Customer Focus

- Listens to customers and actively seeks to meet or exceed customer needs.
- Looks beyond the obvious to improve levels of service.
- Committed to delivering high quality outcomes for customers.

#### Self Awareness

- Maintains a consistent and sensible pattern of behaviour under pressure.
- Plans and prioritises work to ensure outcomes are achieved and obstacles are managed.
- Recognises own limitations, asking for assistance and working with others to ensure plans are achieved.

### Knowledge and Skills

#### Communication Skills

- Organises information in a logical sequence using content appropriate for the purpose and audience, obtaining feedback to ensure understanding.
- Speaks clearly, concisely and confidently using a polite and considerate manner.
- Ensures written communication contains the necessary information to achieve their purpose.

#### Initiative and Enthusiasm

- Demonstrates enthusiasm, commitment and capacity for sustained effort and hard work.
- Demonstrates a proactive and self-starting approach.
- Sets high standards of performance for self and others, ensuring ownership of actions.

#### Specialist Expertise

- Hold or be prepared to obtain a Swimming New Zealand Teaching Award.
- Hold or be prepared to obtain a current First Aid Certificate.
- NZ Swim Teachers certificate and/or NZ Diploma in Swim Teaching desirable.
- Previous teaching/leadership/coaching experience across a range of ages preferred.