

# Role Description - SV048

## Casual Aquatics Programs Instructor

<b>Role Title</b>	Casual Aquatics Programs Instructor
	Aquatic Centre
<b>Division/Branch/Unit</b>	Sports Venues
<b>Classification/Grade/Band</b>	Level B Sydney Olympic Park Authority Managed Sports Venues Award 2014
<b>Date of Approval</b>	9 September 2015

### Organisational Overview

Sydney Olympic Park Authority is the NSW Government's statutory authority established to lead the sustainable management and development of Sydney Olympic Park – consistent with legislative objects and functions outlined in the Sydney Olympic Park Authority Act 2001 and the priorities listed in NSW 2021 – the plan to make NSW number one.

Sydney Olympic Park is 640 hectares in size of which over 500 hectares are public spaces, places and parklands. Officially designated as a suburb in 2009, Sydney Olympic Park is one of the fastest growing localities in Sydney and a prime destination for sporting, entertainment and cultural activities. Our vision is that Sydney Olympic Park is an internationally recognised place with world-class events, venues, parklands and a great place to live and work, built on its Olympic legacy in a sustainable way.

The executive, management, and staff of Sydney Olympic Park Authority are members of a dynamic, success-focussed team which has Sydney Olympic Park progressively achieving its three concurrent roles as:

1. Sydney's premier major events destination;
2. World class regional parklands; and
3. An emerging new suburb of residents, workers and students in the heart of Sydney.

Sydney Olympic Park Authority is comprised of two core divisions - Operations & Sustainability and Commercial & Corporate - which are each headed by a General Manager who reports directly to the Chief Executive Officer. There are also two specialist corporate units - Marketing and Communications & Community Engagement - which are each headed by an Executive Manager who reports directly to the Chief Executive Officer.

Sydney Olympic Park Authority is part of the Department of Premier and Cabinet cluster, within the Office of Sport.

The Sports Venues, which are part of the Commercial and Corporate Division, are led by an Executive Manager, and comprise the Aquatic Centre, Athletic Centre, Archery Centre, Sports Centre, Hockey Centre, Sports Halls and Wilson Park Stadium. These major community facilities provide recreation and leisure activities, and a range of program offerings.

The venues also provide elite and high performance athlete training facilities as well as hosting major and amateur sporting competitions, and school carnivals.

The venues also host a number of commercial events such as dinners, concerts and seminars.

### Primary Purpose of the Role

This role is responsible for professionally conducting Aquatics Programs: Learn to Swim Lessons, Coaching Squads, Schools, Birthday Parties and Holiday Programs at Sydney Olympic Park Aquatic Centre to ensure the provision of exceptionally high standard of programs for the benefit of all users of the Centre.

## Key Accountabilities

- Provide instruction for the following Aquatics Programs; Learn to Swim Lessons, Coaching Squads, Schools, Birthday Parties and Holiday Programs to meet the defined needs of the participants.
- To act as a member of the Aquatic Programs team and assist in advising matters to do with swimming instruction/swim coaching and other appropriate matters.
- Be responsible for the efficient and effective implementation of the programs and policies of the Centre and to ensure the resources are most effectively deployed.
- Assist the Aquatics Programs Manager, Aquatics Swim School Coordinator, Aquatics Programs Coordinator and Head Coach in ensuring awareness of all educational programs provided and to promote them in a positive manner.
- To be responsible for the maintenance of equipment, cleanliness of the storage area and setting up and putting away of all equipment required for lessons.
- To implement the Centre's guidelines on safety procedures and operations to ensure a genuine concern for users safety.
- Compliance with administration and organisational policies and procedures and legislative requirements, including WHS, Information Security and EEO.

## Key Challenges

- Teaching/Coaching a level/squad group with varying swimming ability
- Teaching/Coaching a level/squad group with limited lane space
- Ensuring that information and notification regarding aquatic programs is circulated to all participants within required timeframes
- To maintain positive external and internal relationships on behalf of the Aquatic Centre and use interpersonal skills to foster excellent customer service
- To ensure the programs are conducted efficiently and on schedule in order to meet to needs of clients.

## Key Relationships

Who	Why
<b>Internal</b>	
Aquatics Programs Manager	Providing updates on participants of the program or assisting with administration support
Aquatics Swim School Coordinator	Assisting with the administration of the Aquatics Programs and providing updates on participants
Aquatics Programs Coordinator	Assisting with the administration of the Aquatics Programs and providing updates on participants
Head Coach	Work with the Head Coach in programming of the squad program and providing updates on squad participants
Pool Operations	Work with the Operations Team with lane allocation and pool set
<b>External</b>	
Swimmers & Parents	Instructing Swimmers in our Swimming and Water Safety Program as well as our non competitive squad program and communicating to parents

## **Role Dimensions**

### **Decision making**

This role is will be required to use a level of judgement in the following:

- Routine day to day decisions
- Ensuring the safety of all participants
- Resolve any issues on shift
- Matters of a more complex nature are referred to Aquatics Programs Manager/ Aquatics Swim School Coordinator/ Aquatics Programs Coordinator or Head Coach
- Decision making is made in accordance with the Centre's Conditions of Entry and existing policies and procedures.

### **Reporting Line**

Aquatics Programs Manager

### **Direct Reports**

Nil

### **Budget/Expenditure**

Nil

### **Knowledge, Skills and Experience**

- Strong communication skills when dealing with children and parents
- Demonstrated knowledge and ability to pre-plan and develop lesson structures.
- Exhibiting the highest standards of program delivery in areas of swimming instruction / swim coaching/supervision of children and customer service

### **Other requirements**

- The position involves face-to-face contact with children in a child-related sector. The incumbent will have a current Working With Children Check
- Persons may be required to undertake a number of functions in the role of Birthday Party Instructor, Holiday Recreational Program Instructor, Learn to Swim Instructor, Swim Coach (non-competitive), Swim Coach (competitive) and Swim School Officer.
- Employees would be expected to take one or more of the following functions.
- Qualifications for particular functions as outlined below.
- All qualifications must be maintained by the incumbent

### **Birthday Party Instructor, Holiday Recreational Program Instructor, Learn to Swim Instructor, and Swim School Officer**

- Austswim Teacher of Swimming & Water Safety
- CPR/Resuscitation Certificate

### **Swim Coach (non-competitive), Swim Coach (competitive)**

- ASCTA Junior Squad and Assistant Coach Accreditation
- Austswim Teacher of Swimming & Water Safety
- CPR/Resuscitation Certificate



## Capabilities for the Role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at [www.psc.nsw.gov.au/capabilityframework](http://www.psc.nsw.gov.au/capabilityframework)

### Capability summary

Below is the full list of capabilities and the level required for this role - The capabilities, in bold, are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

#### NSW Public Sector Capability Framework

Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Foundational
	Act with Integrity	Foundational
	Manage Self	Foundational
	<b>Value Diversity</b>	<b>Foundational</b>
 Relationships	<b>Communicate Effectively</b>	<b>Foundational</b>
	<b>Commit to Customer Service</b>	<b>Foundational</b>
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
 Results	Deliver Results	Foundational
	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	<b>Demonstrate Accountability</b>	<b>Foundational</b>
 Business Enablers	Finance	Foundational
	Technology	Foundational
	Procurement and Contract Management	Foundational
	<b>Project Management</b>	<b>Foundational</b>

## Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework		
Group and Capability	Level	Behavioural Indicators
<b>Personal Attributes</b> Value Diversity	Foundational	<ul style="list-style-type: none"> <li>• Acknowledge and be responsive to diverse experiences, perspectives, values and beliefs</li> <li>• Be open to the inputs of others</li> <li>• Work to understand the perspectives of others</li> </ul>
<b>Relationships</b> Communicate Effectively	Foundational	<ul style="list-style-type: none"> <li>• Speak at the right pace and volume for varied audiences</li> <li>• Allow others time to speak</li> <li>• Display active listening</li> <li>• Explain things clearly</li> <li>• Be aware of own body language and facial expressions</li> <li>• Write in a way that is logical and easy to follow</li> </ul>
<b>Relationships</b> Commit to Customer Service	Foundational	<ul style="list-style-type: none"> <li>• Understand the importance of customer service</li> <li>• Help customers understand the services that are available</li> <li>• Take responsibility for delivering services which meet customer requirements</li> <li>• Keep customers informed of progress and seek feedback to ensure their needs are met</li> <li>• Show respect, courtesy and fairness when interacting with customers</li> </ul>
<b>Results</b> Demonstrate Accountability	Foundational	<ul style="list-style-type: none"> <li>• Take responsibility for own actions</li> <li>• Be aware of delegations and act within authority levels</li> <li>• Be aware of team goals and their impact on work tasks</li> <li>• Follow safe work practices and take reasonable care of own and others health and safety</li> <li>• Escalate issues when these are identified</li> </ul>
<b>Business Enablers</b> Project Management	Foundational	<ul style="list-style-type: none"> <li>• Plan and deliver tasks in line with agreed schedules</li> <li>• Check progress against schedules, and seek help to overcome barriers</li> <li>• Participate in planning and provide feedback about improvements to schedules</li> </ul>