

POSITION DESCRIPTION

JOB TITLE	Swim Instructor
BUSINESS UNIT	SportUNE
REPORTING TO	Aquatics and Programs Coordinator
LOCATION	Armidale
AWARD COVERAGE	Fitness Industry Award 2020 - Level 3
DATE	January 2025
<u>JOB CODE</u>	<u>SPT15</u>

PURPOSE OF THE POSITION

The Swim Instructor provides swimming lessons to groups, schools, and individuals within SportUNE Swim School program guidelines. The main objective is to plan and deliver quality swim lessons in a safe, fun, and effective manner. To have a complete knowledge and understanding of all aspects of teaching swimming, water safety and always ensuring the safety and enjoyment of participants in classes.

ORGANISATIONAL CONTEXT

We are a wholly owned, not-for-profit entity of the University of New England (UNE) independently governed by a Board of Directors and led by a Chief Executive Officer. Put simply, we are a company that is also part of the University family.

Our mission at UNE Life is to provide an outstanding experience both on, and off our University campuses.

We are the bridge between the University and its many communities. We are a team that gets things done together with a focus on honesty and respect for one another.

One of our bigger success measures revolves around our commitment to quality service for the UNE and the wider community. We offer a unique set of services which are divided across 6 focus areas, these include:

- Student Experience – includes clubs & societies, our student-powered radio TuneFM, our independent student Advocacy & Welfare Services, and specific events & activations from orientation, to graduation.
- Commercial Services - includes our retail outlets, food & beverage services, event management & catering.
- SportUNE – includes our state-of-the-art community gym, on-campus sporting facilities, and recreational facilities/activities.

- Safety, Security & Information - includes around-the-clock security services for the University.
- Corporate Services – includes Finance, People & Culture, Branding & Marketing, IT Management, and Contract Management.
- Health – includes UNE Life Healthcare Centre and other health services/programs.

UNE LIFE VALUES

We believe our values reflect who we are as a team. Alignment with these values is key to your success with UNE Life.

- Honesty – transparency builds trust
- Respect – yourself, others, and all we do
- We are a team – we get things done, together
- Never settle – we live for continuous improvement
- Surpass expectations – we focus on customer satisfaction
- We're committed – we do what we do because we believe in it.

KEY ACCOUNTABILITIES

1. Delivery of the SportUNE Learn to Swim Program as per the guidelines and program.
2. Adhere to all Safe Work and Standard Operating Procedures relevant to the Swim Instructors position.
3. Ensure a positive customer experience through a high level of public relations and customer service to all pool users, including handling customer complaints and feedback.
4. Ensure consistently high levels of cleanliness, hygiene, safety, and security within the pool surrounds and storerooms/areas.
5. Ensure the correct use, proper storage, and security of all swim school equipment.
6. Maintain appropriate documentation, administration tasks and record keeping and follow all customer service procedures.
7. Undertake relevant training to maintain and develop essential skills and qualifications required for the position, including attending quarterly meeting/trainings.
8. Plan and deliver high quality swimming lessons in accordance with the class level and student skill level as per Learn to Swim Guidelines, whilst remaining open to feedback and changes required within the program.
9. Be on deck 10 minutes prior to shift to set up teaching area and attend session briefing.
10. Follow the SportUNE swim program understanding the competencies for each level and ensuring the correct skills are taught in each level.
11. Create a welcoming atmosphere by engaging all people in a friendly and inclusive manner.



12. Appropriately follows instructions from others without unnecessarily challenging authority.
13. Any other duties within your skills, competence and training as requested by the Aquatics Manager or his/her designate.

Note: It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the key responsibilities of the position. The responsibilities listed above may be altered in accordance with the changing requirements of the role.

SPECIAL REQUIREMENTS

1. Willingness to work weekends and nights.
2. This role has been identified as having contact with children and requires the incumbent to apply for and maintain a NSW Working with Children Check clearance.
3. Maintain a current First Aid and CPR Certificate.
4. Maintain current Austswim Teacher of Swimming and Water safety or Swim Australia equivalent accreditation.
5. Maintain current Austswim Certificate – Teaching of Swimming and Water Safety accreditation.

DESIRABLE REQUIREMENTS

1. Austswim Teacher of Infant and Pre-school Aquatics or Swim Australia equivalent.
2. Austswim Teacher of Access and Inclusion or Swim Australia equivalent.
3. Austswim Teacher of Competitive Strokes or Swim Australia equivalent.
4. Austswim Teacher of Adults or Swim Australia equivalent.

KEY RELATIONSHIPS

Direct Reports:

- N/A

External Stakeholders

- Clients
- UNE staff and students
- Contractors, etc

Internal Stakeholders:

- UNE Life Colleagues



SELECTION CRITERIA

1. Demonstrable ability to work as part of a team.
2. Proven commitment to delivering an excellent customer service.
3. Demonstrated ability to exercise judgement and discretion where appropriate.
4. Demonstrated ability to be flexible, to work proactively and cooperatively in a small team and to build productive working relationships.
5. Demonstrable ability to deal with complaints and conflict resolution.

LEADERSHIP ACCOUNTABILITIES

- Promote a safe, efficient, and effective work environment by promoting a positive, healthy, safe, and innovative work environment.

POSITION DIMENSIONS

Work Health and Safety Statement

Cooperate with all health and safety policies and procedures and take all reasonable care to ensure actions do not impact on the health and safety of staff, students, visitors and members of the public.

Equal Employment Opportunity

Ensure that the principles of equal employment opportunities are implemented promoted and adhered.

EMPLOYMENT AGREEMENT

As the incumbent of this position, I have read the position description, understand its contents and agree to work in accordance with the requirements of the position.

Signatories	Name	Signature	Date
Staff member			
Supervisor			

