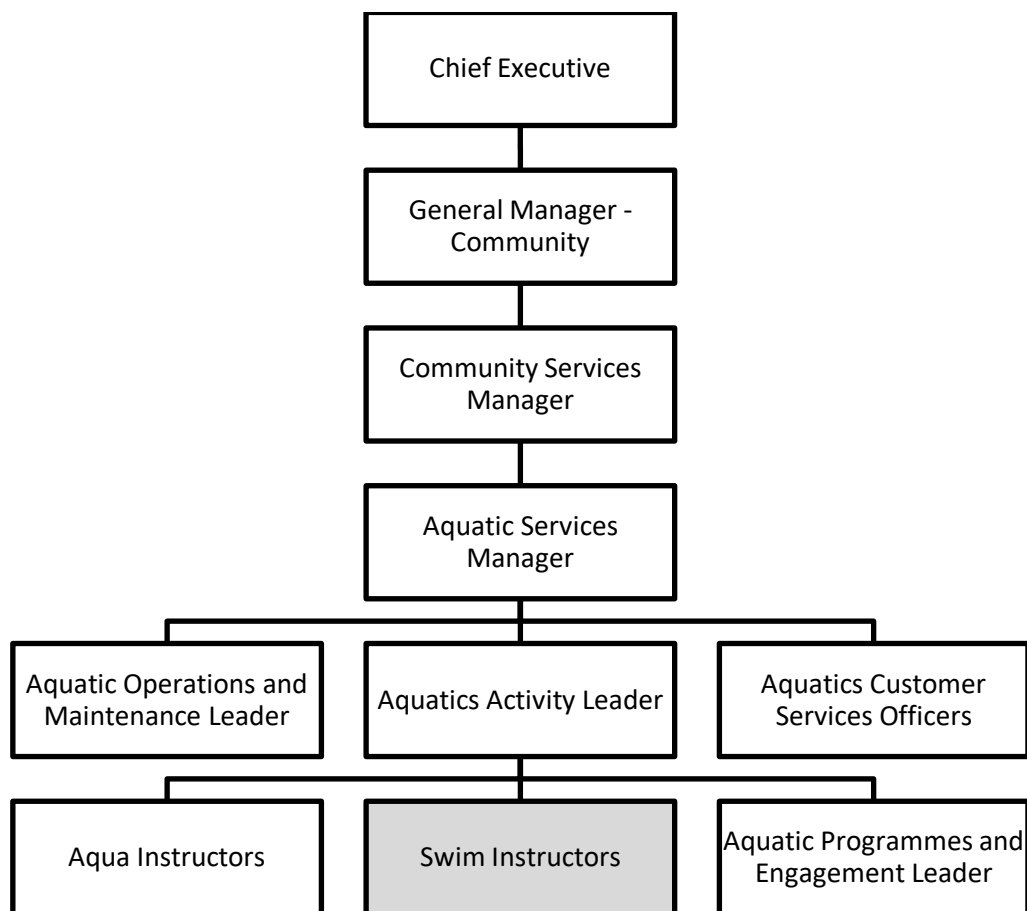


## JOB PROFILE

<b>Job title</b>	<b>Swim Instructor</b>
<b>Area</b>	Community
<b>Reporting line</b>	Aquatic Activity Team Leader
<b>Job purpose</b>	To create exceptional aquatics education experiences for the customer by way of swimming programmes, at the Makino Aquatic Centre.
<b>Location</b>	Makino Aquatic Centre, Feilding

### Reporting relationship



### About us

Here at the Manawātū District Council, we strive to be a successful, future-oriented organisation providing services that benefit our communities to support a connected, vibrant and thriving Manawātū. Kia papa te tū, kia rangi te tiro. This whakataukī (proverb) describes our connection to our proudly rural roots, our beautiful town, villages and countryside, and describes our aspirations for our community.

## **The role**

To create exceptional aquatics education experiences for the customer by way of swimming programmes at the Makino Aquatic Centre.

## **Key relationships**

- All staff of the organisation
- Members of the Public, Swimming Clubs, Schools and Sports Clubs
- Other Local Authorities
- Sport Manawatū

## **Key responsibilities**

### *Makino Aquatic Centre Business*

- Deliver a high standard of aquatics education programmes in line with AUSTSWIM teaching standards or similar, including but not limited to swimming lessons, school swimming programmes, etc
- Develop a thorough knowledge of resources and information to ensure education programmes are meeting economic and social objectives
- Competently use all electronic systems to accurately record customers education progress
- Establish and build positive relationships with customers and colleagues
- Communicate effectively with people of all ages and abilities
- Present outstanding personal standards at all times and adhere to the staff dress code
- Participate in programmes, events and promotions
- Actively seek, record and follow through on all customer feedback
- Take action to resolve customer problems before they escalate by reporting them to the Aquatic Activity Team Leader

### *Team Support*

- Contribute to the smooth running and effectiveness of all work teams by sharing key tasks, participating in meetings, covering for other staff during busy times, and demonstrating a commitment to collaboration and organisational objectives and values
- Contribute to the knowledge of the organisation by continuously developing skills in areas which will support colleagues and enhance the overall experience of customers
- Assume responsibility for additional roles such as, for example, customer notices, helping with programmes and assisting with the meeting rooms, etc.
- Communicate with colleagues in a timely and positive way, and share learning and ideas for improvement with colleagues

### *Leadership and Initiative*

- Embody a 'make it happen, can do' attitude that supports innovation and informed risk taking to achieve Council's vision and objectives
- Ensure that the vision of the organisation is fully understood by self
- Fully participate in the performance management system
- Have and maintain an up to date development plan
- Actively comply and promote all health and safety requirements in the workplace

### *Professional Development*

- To attend relevant and value adding professional courses and programmes in consultation with the Aquatic Activity Team Leader and/or Aquatics Services Manager.

### **Qualifications, knowledge and experience**

#### *Essential*

- AUSTSWIM Teacher of Swimming and Water Safety, or equivalent qualification
- Pool Lifeguard Practicing Certificate (PLPC)
- First Aid Certificate including CPR

#### *Preferred*

- AUSTSWIM Teacher of Infant and Preschool Aquatics
- AUSTSWIM Teacher of Access and Inclusion
- AUSTSWIM Teacher of Towards Competitive Strokes

### **Personal attributes**

- A can do-make it happen attitude
- A people person, who is committed to making exceptional customer experiences
- Future focussed, who sees opportunities not barriers
- Adept at handling multiple and conflicting priorities at once
- Confident and professional in handling difficult customers
- Highly receptive to change and initiates solutions
- Team player

### **Other requirements**

- Demonstrate our values of being professional, supportive, caring and fun
- Demonstrate a customer service ethic, both internally and externally
- Contribute to MDC being a safe and healthy workplace for all our staff and visitors
- If we have an emergency management situation, undertake activities as directed, as part of our MDC response
- Be open to changes in your duties and updates to this job profile as things in the organisation change
- Actively participate in our performance systems and professional development opportunities

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Employee  
Swim Instructor

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Date

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Lyn Daly  
General Manager – Community

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Date