



Trainee Learn to Swim Instructor Position Description

Department/Group:	Aquatics / Experiences Group
Reports to:	Learn to Swim Team Leader
Location:	Splash Centre, London Street, Whanganui
Post Number:	EMV 1082
PD Created / Modified:	August 2024

Whanganui District Council Vision

To be an energised, united, and thriving district offering abundant opportunities for everyone.

Our Values

- Positive and encouraging
- Collaborative brilliance
- Make great happen

Position Purpose

The **Trainee Learn to Swim Instructor** is a learning position with the intention of developing the skills to deliver high quality aquatics experiences and fostering the development of the basic principles of swimming for the Learn to Swim students. The Trainee Learn to Swim Instructor work alongside our experience Learn to Swim Instructors, shadowing them and contributing to the growth and evolution of the Swim School whilst maintaining a fun, caring and safe environment that continues to benefit the community as a whole.

Work towards gaining AUSTSwim Qualifications.

Key Result Areas

The position of **Trainee Learn to Swim Instructor** encompasses the following major functions or Key Result Areas:

Key Result Area:	Job holder is successful if:
1. Learn to Swim Shadowing and Delivery	
<ul style="list-style-type: none"> • Support the delivery of a high standard of aquatics experiences for the customer by way of teaching aquatics' classes as required. • Develop a thorough knowledge of resources and information to ensure that instructor lead programmes are meeting required learning and skill outcomes for participants. • Support the delivery of classes/lessons in a controlled and safe manner. • Establish and build positive relationships with customers and colleagues • Communicate effectively with people of all ages and abilities • Take action to resolve customer problems before they escalate and where appropriate report them to the Learn to Swim Team Leader. • Support the maintaining of class administration, including progress reporting, attendance reporting, and other reporting as required. Attend instructor meetings and training as required. 	<ul style="list-style-type: none"> • Agreed training is delivered to the Whanganui community. • A clear understanding of role and responsibilities • Behaves in professional, courteous manner and is friendly when interacting with customers, vendors, contractors and colleagues. • Reporting is done in timely manner. • Programmes are delivered, customers see improvement and achieve progression points. • Classes start and finish on time. • Communication with colleagues is in a timely and positive way. • Learnings and areas for improvement are shared with colleagues • Actively seek, record and follow through on all customer feedback
2. Customer Service	
<ul style="list-style-type: none"> • Demonstrate a "customer first" culture within the team, group and in the wider organisation. • Act as a Customer Advocate in the team, group and in the wider organisation. • See customer feedback as an opportunity to improve service. • Develop partnerships within the organisation to meet customer needs. • Contribute to the development of customer focused policies and procedure. 	<ul style="list-style-type: none"> • There is demonstrated application of the Customer First and associated guidelines. • Availability for customers is ensured. • There is evidence of understanding of the needs of the customer and improving customer service. • Any appropriate Service Level Agreement requirements are met. • CRM and correspondence are responded to in required timeframe (where appropriate) • Customer queries/requests are followed through in manner that ensures closure.
3. Long-term & Annual Planning Process	
<ul style="list-style-type: none"> • Support and participate in the Long-term & Annual Planning Process for the Council when required. 	<ul style="list-style-type: none"> • The Project Manager receives effective support in achieving the Council's statutory obligations in the development of the plans, including by providing high quality and timely information to the Project Manager as required.

	<ul style="list-style-type: none"> Contributes to the development of business cases that support effective decision making.
4. Emergency Management	
<ul style="list-style-type: none"> Support and participation in Emergency Management for Council when required. 	<ul style="list-style-type: none"> The Emergency Manager receives effective support in achieving the Council's statutory and community obligations in emergency and risk management. Effective and active participation, and, where appropriate, the release of staff for emergency response situations and planned training.
5. Risk Management	
<ul style="list-style-type: none"> Compliance with Risk Management. 	<ul style="list-style-type: none"> Best practice risk management procedures apply to all projects, contracts, and day to day activities. Compliance with Council risk management policies and procedures including Business Continuity, Crisis Management and Legal Compliance. Risks associated with functions managed and policies being developed are accurately identified, evaluated, and reduced.
6. Health and Safety	
<ul style="list-style-type: none"> Comply with all safe work procedures, policies, and instructions. Report all incidents, hazards/risks, and injuries to supervisors in a timely manner. Actively participate in the ongoing development of safe workplace practices in the Whanganui District Council. Take personal responsibility for own safety without putting others at risk. 	<ul style="list-style-type: none"> Comply with any reasonable instruction that is given to you by the PCBU or your Manager. Timely, full, and accurate completion of incidents on the H & S electronic reporting. Participate in all Whanganui District Council Health & Safety Induction programmes and updates as and when required. Demonstrate commitment to Health & Safety for yourself, your staff and contractors and your work colleagues.
7. Professional Development and Training	
<ul style="list-style-type: none"> Professional Development/Training Needs are identified and enacted. 	<ul style="list-style-type: none"> Own training needs are identified through appraisal and training needs analysis. Agreed training programmed/development opportunities are taken up. Knowledge of both management and professional areas remains up to date.
8. Other	

Special projects and additional duties commensurate with the position are completed from time to time as requested, meeting quality standards and deadline requirements.

Note:

The above performance standards are provided as a guide only. The precise performance objectives and measures for this position will need further discussion between the jobholder and manager as part of the performance management process

Key Relationships:

Internal	External
<ul style="list-style-type: none">• All Splash Staff• Splash Leadership Team• WDC Staff	<ul style="list-style-type: none">• General Public (Customers)• Service Providers• Swimming Clubs• Schools and Sports Clubs• Other Local Authorities• Water Safety New Zealand• PoolSafe• Swimming New Zealand

Role Scope:

Direct Management of Staff:	Nil
Indirect Management of Staff:	Nil
Delegated Financial Authority:	In accordance with delegated authority guidelines

Qualifications and Experience:

Essential:	Desirable:
<ul style="list-style-type: none">• Experience and/or knowledge of Aquatics education, aquatic industry and working with children• Confident in and around water, with sound knowledge on the fundamentals of swimming	<ul style="list-style-type: none">• Pool Lifeguard Practicing Certificate (PLPC)• Teaching/instructing experience (working in ECE, schools, after school care etc.)• AUSTSWIM Teacher of Swimming and Water Safety or equivalent• Comprehensive First Aid

Variation:

From time to time, it may be necessary to consider changes in the position description in response to the changing nature of our work environment – including technological requirements or statutory changes. This Position Description may be reviewed as part of the preparation for performance planning for the annual performance cycle or as required.

Acceptance of Position Description

I have read the attached Position Description and agree that it represents the duties I will perform for the above position.

Employee: _____ Dated: _____

General Manager: _____ Dated: _____