



Position Description – Swim School Instructor

This position reports to: Swim School Lead

Career Level: 8

Position purpose:

Planning, delivering and supervising high quality Learn to Swim programmes and other class instruction to Aquatic Centre customers in a safe, professional and effective manner that promotes learning, enjoyment and safety and meets the needs of the participants in line with Council and industry guidelines.

This position is based at Selwyn Aquatic Centre, or any other place as requested. Hours of work will be during the normal public opening hours for the Selwyn Aquatic Centre which is 6am to 9pm Monday to Friday, 8am to 8pm Saturday and Sunday.

The key areas of responsibility include:

Learn to Swim and other class instruction.

- Participants are provided with professional, planned and structured classes which stimulate and challenge them. Classes follow the structure and guidelines developed by the SAC.
- Participants are taught with encouragement and positive reinforcement; swim school instructors are professional, approachable and helpful.
- The progress of participants is assessed accurately; participants are meeting expected milestones and achieving increasing swim skill levels.
- Programmes are adapted where necessary to provide for the needs of participants with disabilities or special needs.
- Attendance and achievement records are maintained correctly and kept up to date.
- Classes start on time and any equipment is prepared in advance.
- The behaviour of Swim School participants and spectators is appropriately managed.
- The community has a positive impression of swim classes provided by the Selwyn Aquatic Centre.
- Training is undertaken regularly to ensure that the instructor remains competent in their role, current with best practice techniques and delivering excellent classes to customers.

Customer Service.

- Participants and their families/supporters are greeted and communicated with in a welcoming, friendly and professional manner in accordance with standards of excellent customer service, including awareness and respect for those with cultural differences, disabilities or special requirements.
- Customer feedback is consistently positive.
- All enquiries are dealt with in an appropriate and timely manner, and referred to other staff as appropriate for further resolution.
- Issues are identified in a proactive manner and dealt with effectively.
- Any complaints are referred to the Swim School Supervisor who will use an information gathering and problem solving approach, and a fair and respectful manner to address them.
- Management are alerted to urgent or important matters.
- Areas are kept clean and tidy.

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Team Work.

- An effective and positive contribution is made to the Swim School team as well as to the wider Selwyn Aquatic Centre environment.
- Cooperation occurs with and assistance is given to team members and staff.

General.

- Normal Operating Procedure requirements of the Selwyn Aquatic Centre is complied with.
- Other duties as requested by your manager that fit broadly within the scope of this job description are carried out efficiently and effectively.
- All Council's rules, policies and procedures in force are observed and complied with.

Other Duties as Required;

- Undertake duties that are within the broad scope of the role and may be assigned from time to time.

Requirements for all Council Staff;

- Take all reasonable and practical steps to ensure the health and safety of yourself and others, comply with any reasonable health and safety instruction, policy or procedure and ensure that all hazards, risks and incidents are reported using Vault, contribute to Civil Defence emergency responses when requested to do so during an emergency and to participate in relevant CDEM training as required, actively participate in Performance Appraisals and complete a learning plan in conjunction with your manager.

Direct reports: Nil

Indirect reports: Nil

Deliverables

Big Picture

- Have awareness of strategies, contribute to plans and KPIs for self, team and other teams as required.
- Stay up to date with legislation and practices as appropriate to role.
- Understand the intent/ethos of local government and the services provided by other parts of the Council.
- Stay informed of organisational activities and decisions through being attentive to communications.
- Show understanding and commitment to Te Tiriti o Waitangi (The Treaty of Waitangi) principles, know how these Principles are relevant to your work

Performance

- Achieve performance goals and expectations and follow leadership instruction on time and to a high standard consistently.
- Report on progress to plan, and against own KPIs.
- Take an active role in own goal setting, learning and development.
- Correctly and appropriately use technology as required for role, including new technologies.
- Contribute to the sustainability efforts and financial position of the Council through the responsible use of resources and equipment.
- Comply with all legislation and Council policies.
- Contribute to the sustainability efforts and financial position of the Council through the responsible use of resources and equipment.
- Set a positive example for punctuality, attendance, and work ethic

People & Culture

- Act in ways that align with and promote Council values.
- Be a positive and constructive team member.
- Collaborate on cross team/discipline projects and teams as required.
- Constructively and successfully adapt to changes.
- Take positive actions to keep self and others physically and psychologically safe and well
- Attend, be prepared for and engage constructively in all meetings.
- Deliver exceptional customer service consistently (make every interaction count)

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- Build effective, sustainable relationships at all levels.
- Have consistently positive interactions externally and with Community Boards and Elected Members (as required for role)

Requirements for all staff

- Selwyn District Council honours Te Tiriti o Waitangi. We are committed to working with our Treaty partner to deliver on our obligations under Te Tiriti o Waitangi.
- Take all reasonable and practical steps to ensure the health and safety of yourself and others. Comply with any reasonable health and safety instruction, policy or procedure and ensure that all hazards, risks and incidents are reported using Vault.
- Actively participate in Performance Appraisals and complete a learning plan in conjunction with your manager.
- Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policies.
- Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Selwyn District Council policies and processes.

Emergency Management requirements for all Council Staff

- Selwyn District Council has a legislative responsibility to respond to an adverse event occurring within our communities. As such, any staff member may be required to assist the Emergency Management Team respond to such an event. Family circumstances and BAU roles will be taken into account. Required assistance may include:
 - Coordination of emergency services and lifeline providers within the community during a civil defence emergency or adverse event.
 - Respond to civil defence emergencies or adverse events wherever possible and if it is safe to do so.
 - Participate in any required Civil Defence exercises to ensure that essential services are maintained.

Authorities

- Authorised to commit the Council to a course of action by signing external correspondence within approved delegation levels. For courses of action which will exceed the delegation levels, this must be done in conjunction with your manager.
- Comply with all other relevant sections of the Delegations and Policies manuals and their amendments.

Skills and Experience

Essential	Desirable
<ul style="list-style-type: none"> • Current Swim Instructor’s Certificate* • Current Comprehensive First Aid qualification* • Ability to work positively and effectively within a team as well as the ability to work alone. • Well organised, good at planning and time management. • Excellent problem-solving skills. • The ability to use initiative and be flexible. • Self-motivated with proven strong communication skills. • Ability to effectively manage conflict situations. 	<ul style="list-style-type: none"> • Knowledge of recreational facility processes and procedures, including Health and Safety, normal operating procedures, and emergency action plans.

Key relationships

External	Internal	Committees/groups
<ul style="list-style-type: none"> • Te Taumutu Rūnanga • Te Ngāi Tūāhuriri Rūnanga • Council customers • Selwyn residents • External contractors • Territorial and Regional Authorities • Government Agencies (incl MfE, MBIE, Work safe NZ, Ministry of Justice, Police, ACC) • Greater Christchurch Partnership • Non-government agencies • Unions – Public Service Association 	<ul style="list-style-type: none"> • Chief Executive • Executive Leadership Team • Council staff • Mayor • Elected Councillors • Elected Community Board Members 	<ul style="list-style-type: none"> • Committees of Council • Business organisations and networks • Special interest groups and committees

Individual Contributor Competencies



Eats problems for breakfast. When faced with a new situation or setback, uses initiative and takes appropriate action.



Does Change Well. Is open-minded about change and prepared to adapt. Moves forward positively and constructively.



Builds Togetherness. Is equally open and friendly with all people, and respectful of individual differences. Works effectively in teams.



Rocks the messaging. Keeps those who need to know 'in the know'. Communicates clearly and appropriately.



Tackles the tough stuff. Prepared to constructively share an opinion and get involved in conversations on challenging matters. Takes ownership of mistakes.



Delivers the goods. Reliable, conscientious, disciplined, and organised. Delivers to a manageable high standard consistently.



Brings out the best. Enjoys learning and improving their skills to be the best they can be. Embraces opportunities to identify and address development needs. Recognises and celebrates the achievements of others.



Sets the tone. Can keep functioning and stay calm when under pressure. Is a positive influence in the team.

The information contained in this position description is intended to describe the general nature and level of work being performed. It is not intended to be an exhaustive list of all responsibilities, duties and skills required of the position and incumbent. From time to time it may be necessary to consider changes to the position description in response to the changing nature of our work environment.