



Position Description – Swim School Manager

This position reports to: Recreation Programmes Manager **Career Level:** 14

Position purpose:

As a member of the Sport and Recreation Team the Swim School Manager will responsible and accountable for:

- Planning, preparing and managing the delivery of high-quality Selwyn Swim School lessons and programmes at all locations. This includes strategic planning, recruitment, programme improvement and meeting operational requirements. Promoting water safety and awareness across Selwyn District, including the development of innovative initiatives to meet the needs of the community, including supporting and enabling local schools to deliver quality lessons to their students.

The functional areas of responsibility include;

Strategic Programme Delivery	• Seek opportunities for improvement to the swim school programme • Ensure swim school capacity and future capacity is actively managed and that the swim school is run efficiently • Engage in forward planning to ensure the smooth and continual delivery of lessons • Ensure Selwyn Swim School is meeting objectives set out in the SDC Long Term plan • Develop relationships with external groups and organisations that may be strategic partners for improving the swim school
Oversight of Operational Programme Delivery	• Oversee and take responsibility for the operational requirements of Swim School, including but not limited to: • Accurate and timely grading • Rebooking all customers • Invoicing all customers • Optimising the use of technology within service area • Pool space planning and usage • Rostering and cover • Support Selwyn District Schools to provide quality swim lessons to their students, either via direct delivery from Selwyn Swim School teachers, or via training and resources.
Customer Service	• Oversee the customer service performance of the Swim School Team • Ensure that all customer requests and enquiries are met in a timely manner • Ensure that there is a high level of management presence on poolside in order to assist parents there • A genuine and enthusiastic customer service culture is displayed, role modelled and encouraged in others • Be the point of escalation for any customer issues that arise within the Swim School

Deliverables

Strategy & Planning	• Drive the strategy of the of the Council to be aspirational and focused on high standards of service which reflect the demographics (as appropriate to role) • Deliver an annual plan, budget and (where appropriate) capital budget on time and in alignment with strategy and overall business plans • Contribute strategic and detailed information to the development of Council's LTP • Provide functional input into the strategies and plans of other functions • Monitor the activities and plans of other business units for relevance and impact to own business unit – plan and take action accordingly • Achieve and maintain a high level of understanding of Selwyn District initiatives, developments, trends and issues • Manage risk through careful planning and sound judgement • Provide expert evidence-based advice and direction to governance and leadership on matters relating to designated area(s)
Leadership and Management	• Set performance objectives with all staff which are aligned with the strategy and goals of the organisation and team • Review staff performance and development, providing regular feedback and coaching. Remedy performance discrepancies • Recruit capable people who are a fit with the culture and values • Ensure that staff are sufficiently trained and adequately resourced to complete their work • Ensure a high level of achievement of plans and KPIs within business unit • Manage and control operating expenses and take prompt action to remedy negative budget variances • Develop and maintain a high level of digital literacy within the team • Optimise the use of technology within service area • Evaluate programmes in functional area, ensuring continuous improvement with the customer at the core • Balance prudent expenditure whilst also ensuring fit for purpose activities and programmes
Culture	• Develop a motivated, positive, empowered, psychologically safe, continuously developing team • Achieve year on year improvements in staff engagement • Role model and ensure full commitment to Council's safety culture • Be seen by all direct reports as fair and honest with high standards • Operate an effective two-way communication channel and feedback loop – keep people in the know, positively • Be seen as a visible and positively influential leader throughout the organisation (as appropriate to role)
Reporting & Compliance	• Prepare timely and informative monthly reports (and other reports as required) • Maintain currency of knowledge with regard to relevant legislation, LG protocols, policies and procedures and ensure compliance by self and others • Routinely capture data that informs future service planning and delivery by team/organisation • Attend and be prepared for all management and council meetings
Relationships & Representation	• Achieve productive and positive internal relationships across the organisation • Represent the Council carefully and positively in the media (as required for role), in-line with media policy and training • Engage proactively and constructively with Council, Councillors and community boards (as required for role) • Provide an appropriate level of positive visibility in the community • Represent the team/unit/group positively and proactively

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.

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
• 3-5 years leading a large team and overseeing the operational requirements of a swim school • Sound strategic, critical thinking and decision-making skills • Strong understanding of digital ways of working, with experience of using technology to achieve effective outcomes and driving organisational innovation and change, high level of digital literacy • Demonstrated success in working collaboratively and leading significant organisational and cultural change initiatives • Proven ability in leading teams to achieve organisational goals/objectives within a values-based framework • Ability to communicate clearly and appropriately for a range of audiences and adapt style accordingly • Effective time management and exceptional attention to detail and accuracy • Flexible, adaptive and innovative • Experience working with young people and their families • Proven ability as a swim teacher in all swim school levels	• Experience in workforce planning • Experience in designing and delivering large-scale training • Bachelor's degree in education or management

Key relationships

External	Internal	Committees/groups
Council customers Selwyn residents	Council staff Sport and recreation team Head of Sport and Recreation Programmes Manager Aquatics Operations Manager	Selwyn Swim Club NZ Swimming NZ SCAT Te Mahi Ako Coastguard NZ External training providers

Leader of leader competencies



Eats problems for breakfast. Confidently tackles difficult problems including those which involve more than just their own team. Generates suitable solutions when no clear guidance exists.



Does Change Well. Introduces significant and modernising changes. Steadfast, and skilled at bringing people on the journey.



Builds Togetherness. Effectively works with people and teams across Council. Skilful at building useful relationships. Proactively supports the principles of Te Tiriti o Waitangi.



Rocks the messaging. Communicates effectively to generate interest in complex topics. Able to respond effectively to challenges and tough questions.



Tackles the tough stuff. Acts with the organisation's best interests at heart, even where it means making unpopular decisions or raising difficult topics.



Delivers the goods. Effectively deals with issues which could hamper progress. Maintains a clear line of sight to strategy.



Brings out the best. Empowers people to become better leaders through developing their thinking skills and providing opportunities. Role models self-development.



Sets the tone. Creates a values-driven team. Demonstrates positivity in the face of challenges.

Education, Qualifications, Memberships

Essential	Desirable
Swim Teachers Qualification (level 3)	- Management Qualification - Lifeguard Qualification - Bachelor's degree (NZQA level 7)

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.

Be a good
human

Be brave – think
differently

Better
together

Make it happen
for Selwyn

 **Selwyn**
DISTRICT COUNCIL