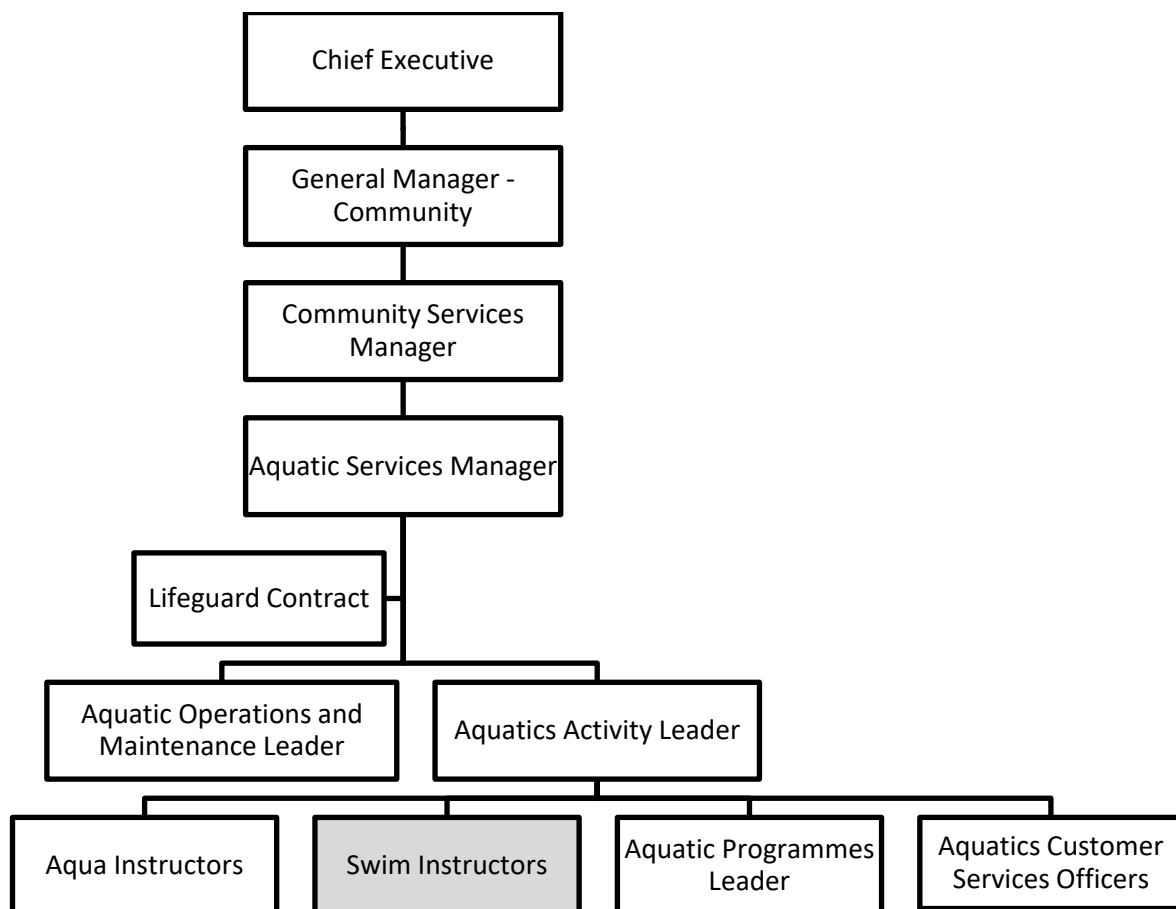


JOB PROFILE

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

Emergency Management

All staff are required to support Council's response supporting the community during an emergency event. Your manager and the CDEM staff will work with you to identify what your specific role in the CDEM structure will be.

You will be required to:

- Undertake civil defence/emergency management training, as appropriate to your CDEM role
- Engage in exercises and other preparation activities
- Carry out any reasonable work during an emergency event as directed by the Controller or MDC/CDEM management, which may include tasks that are outside your normal responsibilities or working hours.

Other requirements

- Demonstrate our values of being professional, progressive, positive and people-focussed
- Demonstrate a customer service ethic, both internally and externally
- Contribute to MDC being a safe and healthy workplace for all our staff and visitors
- 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

Employee name
Swim Instructor

Date

Lyn Daly
General Manager – Community

Date