

Position Description

Unit Lead Aquatic Programs

August 2026

DETAILS

Team and Department	Recreation Business – Des Renford Leisure Centre
Division	Community and Culture
Supervisor	Manager Recreation Business
Direct Reports	Team Leader Swim School; Programs Officer; Team Leader Creche; Learn to Swim Instructors; Customer Service Officers (Swim School); Creche Assistants
Grade	16
Delegation of Authority	N/A
Budget Expenditure	Accountable for expenditure between \$1M - \$2.5M Budget Revenue \$4 Million
Procurement Expenditure Levels	\$10,000
City Plan Directions	Develop and deliver fitness, swimming and recreational programs and services to the community through Des Renford Leisure centre.

PURPOSE

Provide effective leadership of the swim school and its programs, including a safe environment for all children engaged in swim school and creche. Provide professional quality service to all pool users, build and maintain excellent working relationships with stakeholders and contribute towards the operation of an excellent leisure centre.

KEY ACCOUNTABILITIES

1. Provide effective leadership for the swim school program by developing and implementing a strategic plan that focuses on achieving appropriate goals for all levels of swimmers from beginner to elite.
2. Manage and continue to develop the overall swim school program, to ensure that the use of the facility is maximised and the needs of different user groups are met.
3. Ensure that all systems aimed at providing duty of care and a safe environment for children are in place and monitored.
4. Manage and implement all required procedures and protocols for the management of the swim school program.
5. Maintain, review and improve the progression model from learn-to-swim to squad training to ensure smooth progression of children and success at all levels.
6. Lead and motivate a large staff base, manage staff relations and staff performance and recruit staff as required.
7. Facilitate the development of a highly skilled and professional coaching/instruction team through implementing structured mentoring and training programs.

8. Maintain positive working relationships with all key stakeholders, both internal and external.
9. Implement appropriate communication processes between instructors and the parents in relation to the progress of all children.
10. Effectively manage bookings and the allocation of pool space using an appropriate swim school management software program.
11. Ensure that all operational, contractual and statutory obligations are met.
12. Ensure the principles of EEO, WHS, ethical practice, commitment to the Principles of Cultural Diversity and other legislative requirements are applied, to provide a safe and equitable recreational environment and workplace.
13. Effectively handle all complaints and financial payment issues with customers in an empathetic manner.
14. Responsible for maintaining Birthday Party and School program bookings as per income projections each financial year.
15. Responsible for achieving budget Learn to Swim income projections each financial year whilst achieving a consolidation rate of above 4.
16. Oversee the operations of the Randwick Swim Club to ensure they are following Council policies and procedures and following their constitution at all times.
17. Oversee the operations of the Creche area within the facility.
18. The position requires flexibility to work weekends and outside standard business hours from time to time, including responding to operational and customer service matters as required.
19. Undertake other duties as directed by the Manager Recreation Business.

KNOWLEDGE, SKILLS AND ABILITIES

ESSENTIAL

1. Tertiary qualification in relevant field and or equivalent experience.
2. Extensive technical knowledge and successful experience in leading swim school programs.
3. Current First Aid and CPR Certificates.
4. Well-developed interpersonal and communication skills (both written and verbal) and experience in dealing with conflict situations.
5. Knowledge of current trends in swim coaching and learn-to-swim programs.
6. Demonstrated achievements in successfully marketing swim school programs.
7. Demonstrated ability to lead and motivate a team of professionals.
8. Demonstrated experience in booking and allocating pool space using an appropriate swim school management software program.
9. Demonstrated experience in achieving Income budgets.
10. Successful experience in providing excellent customer service in a recreational aquatic environment.
11. Demonstrated commitment to the implementation of WHS and risk management principles in conjunction with child safety
12. Demonstrated experience with staff including rostering, recruitment and performance management.
13. A current NSW Working with Children Clearance, as per the Child Protection (Working with Children) Act.

DESIRABLE

14. Tertiary qualifications in Business, Aquatics or Recreation Management
15. Demonstrated knowledge of the requirements of special needs groups.
16. Royal Surf Life Saving Pool Lifeguard Certificate.
17. Experience in managing an aquatic recreational facility

PHYSICAL REQUIREMENTS

Good level of physical fitness to perform lifeguard and operational duties

CORPORATE REQUIREMENTS

Position falls under the definition of child related employment	YES
WHS General Construction Induction (White) card	NO
Good driving record or possession of a driving licence required	YES
Specify licence type:	C CLASS
Position required to make a disclosure of pecuniary interest	YES
Criminal History Check	NO
Record keeping responsibilities	YES

Delegations

Decisions associated with this position are to be made in accordance with the Delegations of Authority.

Code of Conduct

All staff are required to adhere to the Code of Conduct.

Workplace Health and Safety

All staff are required to adhere to Councils Workplace Health and Safety Policy.

Equal Employment Opportunity

All staff are required to participate in and demonstrate behaviour that supports the EEO Policy and EEO Management plan.

Recordkeeping Responsibilities

Ensure accurate records are maintained in Council's corporate information system for all customer queries, customer complaints and documenting evidence of business transactions.