

POSITION DESCRIPTION

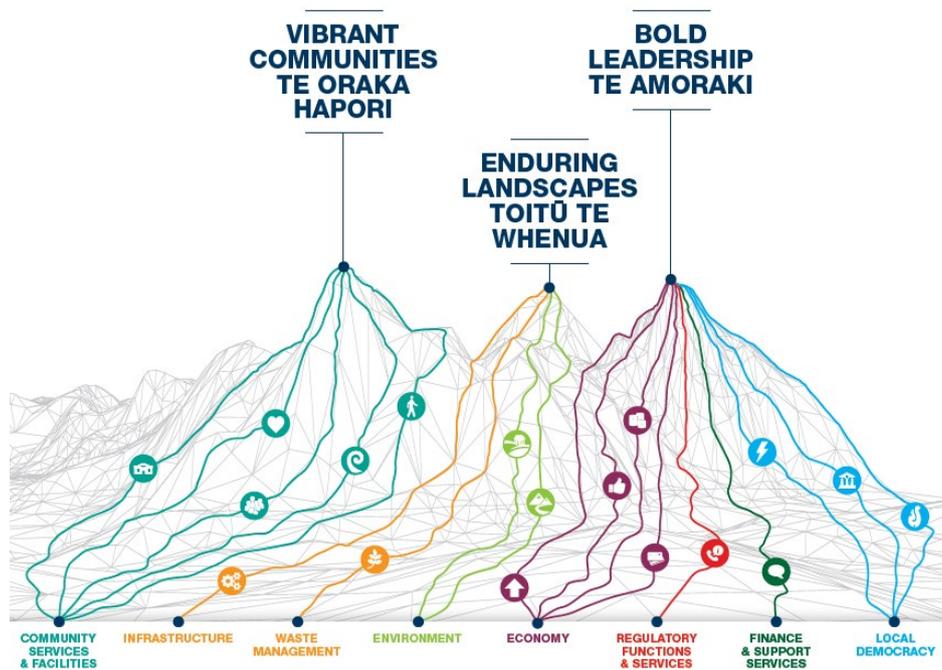
Position:	Swim School Instructor
Division:	Sport & Recreation
Location:	Queenstown & Arrowtown
Reports to:	Swim School Team Leader
Date:	October 2018

BACKGROUND

Queenstown Lakes is a unique district with population and economic growth, coupled with an international reputation as a tourist destination that is unmatched. It has a relatively small number of residents (approximately 38,000 in 2018) but experiences 2 million + visitors every year.

The Queenstown Lakes District Council has a central role to play in maintaining and enhancing the quality and liveability of the outstanding environment of the district. It is also has a central role in development and regulation and provides high quality services and infrastructure to residents and visitors; managing the district's parks, trails, libraries and recreational facilities; enabling sustainable development through consenting services; and regulating local activities..

The 2018-2028 Ten Year Plan aspires to create momentum in a range of areas through a focus on three peaks - enduring landscapes, bold leadership and strong and diverse communities. The 2018/2019 Annual Plan provides for a total of 380+ council staff.



VISION, MISSION AND VALUES

We're proud to be QLDC, and our culture is an important part of who we are. The vision, mission and values set out below are the foundation for our organisational culture; how and why we go about things:



PURPOSE

The Swim School instructor is responsible for ensuring the safe and enjoyable delivery of Aquatic Services by providing the instruction of learn to swim services to all customers. The major requirement of the Swim School Instructor is to deliver the Pool Swim School curriculum for learn to swim and water safety as outlined in training manuals. This is to be achieved through instructing the programs created for learn to swim.

- To supervise and instruct Pool Swim School programmes and safety skills to the community.
- To maximise customers enjoyment of the aquatic facilities by providing friendly and helpful service, correct and consistent information
- To take all practicable steps to ensure personal safety, and the safety of others, while at work, according to QLDC health and safety policies, procedures and systems.
- To participate in and contribute towards regular training and practice of essential Swim instructor skills.
- To communicate effectively and respectfully with managers, staff and customers alike to ensure the professional delivery of learn to swim services at Swim School.

KEY TASKS

Instruct Swimming

- Deliver and follow the teaching curriculum, procedures and policies set by Pool and QLDC
- All Instructors must have the ability to instruct in water as their primary function.
- Support work practices by maintaining up to date with the latest workplace communication, systems and processes.
- Maintain an appropriate level of fitness and practicable skills to carry out the requirements of being a swim instructor.
- Show punctuality, reliability, respect and professionalism with all work related dealings.
- Attend at least 95% of staff / team meetings and training sessions as instructed that may be organised outside of regular hours.

Customer Services

- Provide a high level of customer service through polite interactions with customers to ensure that custom is retained.
- Provide information for customers to assist them in their orientation and use of services and activities.
- Deal with customers complaints efficiently to provide a solution orientated outcome.
- Ensure any customer feedback received is passed onto the Pool Coordinator with details of the feedback.
- Attend to customer difficulties quickly, appropriately, efficiently and in a competent manner ensuring both personal and patron safety.
- Be familiar with emergency procedures in order to direct patrons in the event of an emergency.
- Encourage continuation of lessons at Pool swim school with clients.
- Regularly communicate with parents as to the progress of their children during the lessons.
- Ensure strong internal customer service by regularly communicating with the Pool Supervisor.

Personal Development

- Develop and maintain professional knowledge and contacts.

Operational Duties

- Ensure correct uniform is worn and that the pool space is set up correctly on a day to day basis as per requirements and at a minimum of 15mins prior to lessons start times.
- Ensure all lessons run according to time.
- Ensure all assessment work is completed in a timely manner as directed by the Pool Supervisor.
- Ensure the Time Target System is used for logging in and out before and after all shifts along with team meetings and trainings which are organised by the Pool Supervisor.
- Enforce QLDC rules, policies and maintain compliance with all operating procedures.
- Maintain a high level of competency in swim instruction techniques.
- Maintain a high personal level of competence to render first aid to patrons in need.
- Use all swim instruction equipment appropriately and report any anomalies or failures to the Swim School Co-ordinator.
- Keep equipment storage areas tidy and ensure that breakages are reported.

Health and Safety

- Comply with QLDC health and safety procedures and actively participate in health and safety activities as appropriate.
- Take responsibility for personal actions while at work, making sure all practicable steps are taken to ensure personal health and safety, and the safety of others.
- Report any hazards, accidents or injuries including near-misses, muscle pain and discomfort immediately via the appropriate recording form.
- Actively participate to help form solutions for identified hazards through an elimination, isolation or minimisation hazard management process.

Teamwork

- Participate in an environment that fosters and develops effective working relationships and high performance.
- As a team members work collectively not only within the department but within the organisation and with contractors.
- Participate in regular team meetings.

Business Excellence

- Constantly review procedures to create value in our service provision
- Up to date with current events and topical issues – finger on the pulse within the community.
- Adhere to all company policies.
- Keeping abreast with technology.
- Participate in training and professional development to further your own professional knowledge and that of the team.

Corporate Responsibilities

- Build commitment to QLDC's vision, values and services.
- Willingly undertake any duty required within the context of the position.
- Manage own personal health and safety and takes appropriate action to deal with workplace hazards, accidents and incidents.
- Comply with all legislative requirements.
- Adhere to QLDC's Code of Conduct.

KEY RELATIONSHIPS

Internal:

- Swim School Team Leader
- Swim School Coordinator
- Health & Fitness Team Leaders
- Recreation Programmes Team Leader
- Facilities Booking Coordinator
- All QLDC Staff

External:

- Queenstown Events Centre users
- Arrowtown Memorial Pool

ACCOUNTABILITIES AND DELEGATIONS

No financial delegations.

No staff management responsibility.

PERSON SPECIFICATION

Education

- AustSwim Teacher of Swimming and Water Safety , or Swim Teacher Award (SNZ STA)
- A current NZQA affiliated First Aid Certificate
- High School NCEA or Bursary (minimum level of education required).

Experience

- 3 years minimum relevant experience as a Swim School Instructor
- Exceptional communication skills.
- Demonstrated ability to work within a team environment.
- Ability to use computer based work systems.
- Passion for working within a community focused centre.
- Excellent interpersonal skills and the ability to establish and build upon working relationships effectively.
- A balanced and informed approach to problem solving, particularly in situations involving change, stress and conflict.
- A pro-active, goal orientated and focused approach to the tasks and responsibilities associated with the role.
- Strong customer focus.
- Leads by example.

COMPETENCIES

Core competencies for all employees of QLDC:

Customer focus	Is dedicated to meeting the expectations and requirements of internal and external customers; Gets first hand customer information and uses it for improvements in products and services; Acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect.
Action Oriented	Enjoys working hard; is action oriented and full of energy for the things he/she sees as challenging; not fearful of acting with a minimum of planning; seizes more opportunities than others.

Drive for results	Can be counted on to exceed goals successfully; is constantly and consistently one of the top performers; very bottom line oriented; steadfastly pushes self and others for results.
Integrity & Trust	Is widely trusted; is seen as a direct, truthful individual; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; admits mistakes; doesn't misrepresent him/herself for personal gain.
Relationship Management & Teamworking	Relates well to all kinds of people, up, down, sideways, inside and outside of the organisation; Builds appropriate rapport quickly; Builds constructive and effective relationships; Uses diplomacy and tact; Can defuse high tension situations comfortably.
Health & Safety	<ul style="list-style-type: none"> • Ensures compliance to all legal/statutory and company requirements for Health and Safety • Adheres to all QLDC's Health & Safety policies and procedures • Is actively involved in QLDC's health and safety systems • Wears relevant personal protective clothing and equipment as and when required* Use only for roles where PPE may be required • Reports any pain, discomfort or other health & safety concerns as soon as possible • Ensures all accidents, incidents and hazards are reported using QLDC's Health & Safety reporting procedures
Informing	Provides the information people need to know to do their jobs; Provides individuals with information so that they can make accurate decisions and give appropriate advice to others; is timely with information
Organising	Can marshal resources (people, funding, material, support) to get things done; can orchestrate multiple activities at once to accomplish a goal; uses resources effectively and efficiently; arranges files and information in a useful manner.
Problem Solving	Uses rigorous logic and methods to solve difficult problems; probes all fruitful sources for answers; can see hidden problems; is excellent at honest analysis; looks beyond the obvious and doesn't stop at the first answers.
Timely Decision Making	Makes decisions in a timely manner, sometimes with incomplete information under tight deadlines and pressure; able to make a quick decision