

POSITION DESCRIPTION

POSITION TITLE:	Swim Teacher
EMPLOYER:	Aligned Leisure Pty Ltd
LOCATION:	Cardinia Life, Pakenham VIC and other locations
DEPARTMENT:	Swim School
REPORTS TO:	Head of Swim School and Swim Captain on each shift
DIRECT REPORTS:	Nil
TYPE OF EMPLOYMENT:	Casual

COMPANY PROFILE

Aligned Leisure is a 100% owned subsidiary company of the Richmond Football Club, established as a vehicle to manage the operations of Richmond's health, fitness and leisure business activities.

Aligned Leisure will deliver best value to our partners by aligning our programs and services with important local Municipal Health & Wellbeing Plan's that highlight unique key community priorities. Our programs and services are not about us, they are about our partners and they will at all times be in total alignment with the needs of the specific community that we are servicing.

POSITION PURPOSE:

Swim Teachers will deliver well planned, fun and high quality swimming lessons to all students.

They will have a solid understanding of teaching swimming and deliver the highest possible level of service. They will work relentlessly to engage with all students and parents regularly and maximise member retention opportunities.

They will take pride in operating such an important community asset and ensure it is presented immaculately and maintained to the highest standards at all times.

KEY RESPONSIBILITIES:

1. High quality of swim teaching

- Establish and maintain strong relationships with all students and their parents.
- Creation of a fun, welcoming and safe environment.
- Plan, implement and evaluate swimming and water safety session for students in line with lesson plans.
- Deliver high quality swimming lessons to all students.
- Work in conjunction with the Swim School Captains to evaluate and promote students regularly.
- Treat families and children equally and respect the diversity of backgrounds.
- Welcome and educate new children and parents so they feel welcome and comfortable in the pool environment.

2. Daily swim school operations

- Ensure the highest levels of cleanliness, presentation and hygiene at all times.
- Ensure that your area and equipment is setup for your classes to start on time.
- Proactively work with the Swim School Captains to minimise any disruptions that may cause classes to be interrupted.
- Ensure all reports, checklists and procedures are completed and signed off by the Swim Captain.

3. Outstanding service delivery to all customers and stakeholders

- Aligned Leisure will be renowned for delivering outstanding service and providing memorable experiences for our customers. In your role, you will be relentless in identifying these opportunities and you will always ask yourself “How would I want a member of my family treated in this situation?”
- All Aligned Leisure staff will understand and deliver on our customer charter and service promise.
- Teacher consistency is one of the major determinants of member retention. Attending all of your rostered classes for each term is crucial to our success.

Swim Teachers may from time to time be required to undertake other tasks as directed by the Head of Swim School or Swim Captain.

KEY RELATIONSHIPS:

- Parents of students
- Students
- Swim Captains

ESSENTIAL QUALIFICATIONS AND EXPERIENCE:

1. Previous experience in customer service and swim teaching
2. Swim teaching qualifications

PERSONAL ATTRIBUTES:

1. High level communication and consultation skills, including a commitment to open, honest, two-way and frequent communication.
2. A passion to work with children
3. Focused on the customer experience.
4. A commitment to professionalism and accountability.
5. Unquestionable ethics, integrity, values and behaviours.

PERSONALITY TRAITS:

1. Knowledgeable
2. Personable
3. Fun

APPROVED:

General Manager – Operations, Aligned Leisure

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