

Your Position

| | |
|---------------------|--|
| Your job | Team Leader Swim School Kaiārahi Rōpū Kura Kauhoe |
| Your group | Community & Partnerships |
| Your team | Recreation |
| Your manager | Swim School Manager, Melissa Brosnahan |
| Your base | Porirua |

What's most important to us

Porirua City is our place. A great place to live, work and raise a family. We want everyone to feel welcome, whether they are visiting, living or working here.

Our strategic priorities are to:

- Invest in 3 waters infrastructure and catchment restoration
- Proactively respond to the climate crisis
- Advocate for and provide a safe, healthy and thriving community; and
- Put our children and young people at the heart of the city

How we work together:

- Whakakotahi - Team up
Mā te mahi tahi e puta ai he hua ki tō tātou hapori
Together we make a difference for our community
- Mahi Atamai - Work smart
Ka whakapātari i a tātou anō kia pai ake ai ngā hua
We challenge ourselves to do things better
- Whakatinanatia - Make it happen
Mā te whakapeto ngoi, me ngā pūkenga e tutuki ai ngā whāinga
We use our energy and skills to get things done

Your team's purpose

Community & Partnerships purpose is to:

- lead Council's strategic initiatives that support and manage business and commercial growth
- strengthen strategic relationship management for Council and maintain oversight of the partnership with Ngāti Toa Rangatira
- lead the Council's partnership approach with key stakeholders and community groups
- deliver community services, including library, recreation and cultural services
- coordinate and promote the democratic processes of the Council.

Your purpose

The Team Leader Swim School role is to:

- provide support and direction for the operations of the Dash Swim School at Cannons Creek and Te Rauparaha Arena Pools, with a particular emphasis on leadership for the Swim Instructors.

Who you'll be working with

| | |
|----------------------------|---|
| Your direct reports | <ul style="list-style-type: none">• Swim Instructors |
| Your indirect reports | <ul style="list-style-type: none">• None |
| External people and groups | <ul style="list-style-type: none">• Schools• Community Groups• Health Groups• Swim Clubs and Swimming NZ• Water Safety NZ and Kiwisport• Cannon Creek Pool Community Reference Group |
| Internal people and groups | <ul style="list-style-type: none">• Executive Leadership Team, managers and staff at all levels of the organisation |

Your responsibilities

| What you'll do | How you'll do it |
|----------------------|--|
| Operational Delivery | <ul style="list-style-type: none">• To efficiently co-ordinate the delivery of swimming lessons of the Dash Swim School• To oversee and drive excellence within the Swim School team through setting performance expectations and completing performance reviews and monitoring performance regularly• Lead the recruitment process for hiring Swim Instructors, ensuring compliance with Council policies, arranging interviews and conducting interviews for candidates and completing reference checking• Run an effective onboarding process for all Swim Instructors• Responsible for scheduling lessons and ensuring adequate staffing levels on a daily basis• Responsible for ensuring adequate staffing levels of school programmes• Ensure customer service is maintained to the highest level and look to positively resolve customer concerns. |

| | |
|----------------------------|---|
| | <ul style="list-style-type: none"> • Overview of all lesson bookings to ensure that customers are booked into the appropriate classes • Responsible for Dash Swim School enrolments and responding to school enquiries • Identify opportunities that increase programme participation and/ or cost reduction • Take responsibility of timesheets for Swim Instructors, ensuring accuracy and timeliness. • Update training records of swim school staff • Lead daily staff meetings for Learn to Swim Instructors • Contribute to reports on key performance targets as required. • Designing and running Water Safety Week • Monitor and maintain equipment used in the lessons according to requirements. Report loss or damage as soon as practicable. Remove unsafe equipment from programme use. • Assist Swim School Manager in programme design, retail promotion planning and events such as Water Safety Week and other projects as required • Assist in the identification of needs of training and assist with the delivery of an in-house staff training programme for both swim school and school programmes • Attain and maintain teaching and first aid qualification relevant to position • Cover essential requirements of Manager Swim School role when they are absent from work. |
| Relationship Management | <ul style="list-style-type: none"> • Establish and maintain close working relationships with internal and external stakeholders, ensuring that relationships with key stakeholders are professional, positive and constructive |
| Corporate Responsibilities | <ul style="list-style-type: none"> • Build commitment of our vision, strategic directions, values and services • Willingly undertake any duty required within the context of the position • Adhere to our Code of Conduct • Undertake civil defence and emergency management tasks as directed including participation in pre-event training and rostered duties during an emergency event |

Your skills, experience and qualifications

| | |
|-------------------------------|--|
| It's essential that you have: | <ul style="list-style-type: none"> • Experience leading or supervisor a customer facing team • Previous experience working in an administration environment • Good interpersonal skills and ability to relate to a wide range of adults and children • Proven organisational skills and able to prioritise workload and meet deadlines. • Proven ability to work effectively both as an individual and as a member of a team. • Proven high level of customer service and communication skills. • Proven ability in working with Microsoft office products including Excel, Word and Outlook • Ability to work under pressure in a busy environment. • Willingness to be flexible with working hours including working evenings and one weekend day each week |
|-------------------------------|--|

| | |
|---------------------------------|---|
| | <ul style="list-style-type: none"> • Experience working with computerised booking, financial and reporting systems desirable • Able to meet the police vetting requirements under the Children's Act 2014 • Understanding and commitment to health and safety in the workplace • Understanding and commitment to diverse workplaces • Understanding and commitment to the Treaty of Waitangi and bicultural issues |
| It'd be great if you also have: | <ul style="list-style-type: none"> • Background in Learn to Swim, Swimming NZ or AustSwim Qualification • First Aid Certificate • Aquatic plant room management and Pool water quality qualifications • Experience in Booking administration software • Experience in managing Social Media Profiles • Experience in Website management |

Last updated December 2022



Porirua City Council supports an inclusive & welcoming environment & is a member of Diversity Works.