

Your Position

Your job	Poolside Coordinator Kairuruku Taha Hōpua
Your group	Community & Partnerships
Your team	Recreation Porirua
Your manager	Swim School Manager, Melissa Brosnahan
Your base	Council premises within 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:

- Commit to the health of Te Awarua-o-Porirua Harbour and its catchment through investment, advocacy and regulation
- Build towards a low carbon city and proactively address the challenges of climate change
- Create thriving communities where everyone can be safe and healthy – at home, work or play
- Keep tamariki and rangatahi at the heart of our 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

Your purpose

The Poolside Coordinator role is to:

- assist in the provision of quality Aquatic Programmes
- provide a professional and positive service for all swim school members

Who you'll be working with

Your direct reports	• None
Your indirect reports	• None
External people and groups	• members of the public, community groups • Skills Active, schools • swim clients and Swim clients' parents • Swimming NZ, other local authorities
Internal people and groups	• 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	• Greet all visitors to Cannons Creek and The Arena in a friendly and welcoming manner and ensure their customer experience is positive • Provide a high quality and consistent customer service experience to all customers through all communication channels • Provide clear accurate and relevant information or options to customers • Respond promptly, thoroughly and professionally to customer enquiries and requests • To input and maintain customer details in the customer database and to generate reports as required • The preparation of instructional Aquatic programmes • Monitoring of class participation • Assisting in the areas of programme administration where required • Ensure class structure is appropriate to the type of participants • Ensure all classes start on time, with any equipment prepared in advance • Report programme details to the Swim School Management as required • Assisting with creating social media content • Administration duties as required • Maintain professionalism at all times with each association • Ensure the security of all equipment provided for the programmes and report any breakages to the Dash Swim School Management. Staff uniforms will be provided and should be worn at all times. They are to be returned at the cessation of employment with the Council. Any shared equipment is not to be removed from the venue of the programme (unless by arrangement with the Dash Swim School Manager) • Undertake the enforcement of the Council's bylaws relating to recreational facilities and of such other restrictions or limitations as the Council may from time to time impose • The employee shall protect the Council's interests when any organisation is using the facility • Plan and programme small events or programmes as directed by the Swim School Management • Participate in internal committees and teams to ensure workplace is fun, functional and safe place to work • Administering first aid and emergency procedures when required and in accordance to the pools emergency response plan • Committing to the roster and being punctual at all times
Relationship Management	• Establish and maintain close working relationships with internal and external stakeholders, ensuring that relationships with key stakeholders are professional, positive and constructive
Corporate Responsibilities	• 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:	• Rapport with children and enthusiasm for their skill development • Able to meet the police vetting requirements under the Children's Act 2014 • Proven experience in the delivery of exceptional customer service • Confident communicator able to deal with disputes/conflict in a level-headed manner • An intermediate level of expertise and efficiency in Microsoft Word, Microsoft Excel, Microsoft Outlook and website content management system, Class or other CRM database systems • Good general administration skills with a systematic approach to work and a high degree of accuracy • Ability to work with computerised booking, financial and reporting systems • Have a high level of initiative • Able to problem solve and manage their time effectively • Able to work autonomously whilst also contributing effectively to a team • Willing and able to understand and enforce rules and regulations • Able to be flexible with rostering requirements • 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:	• Ideally worked in an aquatic/recreation workplace previously • First Aid and National Lifeguard Award (Pools) and a tertiary recreation qualification is desirable

Last updated November 2025



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