

Position description

Greater together 

Position title:	Aquatics and Programs Officer
Institute/School/Centre/ Directorate/VCO:	Commercial Services and Technology Parks
Campus:	Mt Helen Campus. Travel between campuses may be required.
Classification:	Within the HEW Level 5 range
Time fraction:	Full-time
Employment mode:	Fixed-term employment
Reason for fixed term:	Replacing an employee
Probation period:	This appointment is offered subject to the successful completion of a probationary period.
Further information from:	<p>Eammon Gill, Federation Health, Sport and Aquatic Centre Coordinator Telephone: (03) 5327 9179 Email: e.gill@federation.edu.au</p> <p>OR</p> <p>Melanie Coffey, Associate Director, Commercial Services Telephone: (03) 5327 9848 Email: m.coffey@federation.edu.au</p>
Recruitment number:	JR101037

Position summary

The Health, Sports and Aquatic Centre (HSAC) provides recreational, sporting and health services to Federation University Australia's Higher Education and TAFE students, staff and customers from the broader community.

The Aquatics and Programs Officer is responsible for the day-to-day operation of the Aquatic Programs, teaching staff and daily customer service operations within the Health & Sports Precinct.

The Aquatics and Programs Officer will provide a high-quality service to the HSAC members, guests and corporate clients.

They will contribute to the overall operation of HSAC by providing a central point of contact for the aquatic programs, members and guests. They are also responsible for membership records being kept up to date and providing the latest information to members and customers.

They will be responsible for keeping and tracking Learn to Swim records, level ability and assessment of all students within the Learn to Swim Program.

The Aquatics and Programs Officer will also be required to understand and operate the facility in compliance with

university standards. As well as the OHS guidelines associated with the Health, Sports and Aquatic Centre gym and pool operations.

The Aquatics and Programs Officer will work closely with the Federation Health, Sport and Aquatic Centre Coordinator to achieve the goals of HSA, Commercial Services and the University.

Portfolio

The Commercial Services Directorate encompasses residential accommodation, hospitality and conferencing, sports and recreation facilities, children's centres, print services and several other commercial and complementary services. The Directorate delivers a wide range of services across all campuses of Federation University Australia. The focus of these services is to support customer experience as they interact with the University.

Background

At Federation University, we are driven to make a real difference to the lives of every student, and to the communities we serve.

We are one of Australia's oldest universities, known today for our modern approach to teaching and learning. For 150 years, we have been reaching out to new communities, steadily building a generation of independent thinkers united in the knowledge that they are greater together.

Across our University and TAFE campuses in Ballarat, Berwick, Gippsland, and the Wimmera, we deliver world-class education and facilities. With the largest network of campuses across Victoria, we are uniquely positioned to provide pathways from vocational education and skills training at Federation TAFE through to higher education.

To be successful at Federation University you must be willing to enthusiastically embrace the University's ambition as expressed in the 2021–2025 University Strategic Plan and share the University's values of:

INCLUSION, we celebrate our diversity, particularly valuing Aboriginal and Torres Strait Islander cultural heritage, knowledge and perspectives.

INNOVATION, we are agile and responsive to emerging opportunities.

EXCELLENCE, we act with integrity and take responsibility for achieving high standards.

EMPOWERMENT, we create a supportive environment to take informed risks in pursuit of success.

COLLABORATION, we establish genuine partnerships built on shared goals.

Key responsibilities

1. Lead and supervise high-functioning and high-performing aquatic Learn to Swim programs for the Health, Sports & Aquatic Centre by:
 - Enrolling and leading the Learn to Swim Program for students, staff and community members through diligent planning and organisation. This includes monitoring student skills, class placement and assisting casual staff with teaching skills.
 - Liaise regularly with Learn to Swim families to finalise bookings and collect payments.
 - Communicate with aquatic teachers and parents on a day-to-day basis about level progressions, improving skills and arranging class level changes when required.
 - Liaise with AustSwim and LSV to ensure lessons continue to be within guideline procedures.
2. Lead, supervise and train the aquatic education staff within the Health & Sports Precinct to ensure high-quality programs are being taught and staff offer great educational experience and customer service.
3. Oversee and implement correct documentation, guideline procedures and OH&S requirements. Ensure they are being followed correctly by:
 - Maintaining compliance with the required standards and OHS guidelines. Assist the Health, Sports & Aquatic Centre Programs Coordinator to develop procedures, programs and systems related to the operation of the Health, Sports & Aquatic Centre.
 - Monitoring that appropriate records are kept of all incidents and accidents that take place in the Health, Sports & Aquatic Centre facility and report these incidents and accidents to the Health,

Sports & Aquatic Centre Programs Coordinator.

- Ensuring that customers and staff adhere to the rules and regulations of Health, Sports & Aquatic Centre and maintain appropriate standards of behaviour.
4. Oversee and process Federation Health, Sports & Aquatic Centre Membership sales
 - Contribute to the overall operation of HSAC by providing a central point of contact service to members, Learn to Swim customers and guests.
 - Carry out routine administrative tasks including maintaining membership records, sale of memberships, booking of facilities and answering routine enquiries.
 5. Monitoring the HSA phone and email account and responding to all contacts in a timely fashion, ensuring appropriate follow-up is completed.
 6. Oversee HSA group fitness classes.
 - Provide support to members attending our gym. This includes writing fitness programs, educating members how to correctly use equipment and running group fitness classes.
 7. Support the operations of HSA by Swim Teaching, Life Guarding and responding to any medical emergencies.
 8. Support the on-duty lifeguard and be available to assist in emergency situations by undertaking the role of "Second Lifeguard" and at times even act as first response Lifeguard.
 9. Reflect and embed the University's strategic plan, and operational purpose, priorities, and goals.
 10. Embed effective risk management practices to ensure continuous service delivery. Participate in training and exercises to remain prepared for potential disruptions.
 11. Undertaking the responsibilities of the position adhering to:
 - the Staff Code of Conduct, Child Safe Code of Conduct, and Conflict of Interest Policy and Procedure;
 - Equal Opportunity and anti-discrimination legislation and requirements;
 - the requirements for the inclusion of people with disabilities in work and study;
 - Occupational Health and Safety (OHS) legislation and requirements; and
 - Public Records Office of Victoria (PROV) legislation.

Level of supervision and responsibility

The Aquatic and Programs Officer works under the general direction from the Federation Health, Sport and Aquatic Centre Coordinator and will oversee the learn to swim program and customer relations at Health, Sports and Aquatic Centre and assist other key Health, Sports and Aquatic Centre staff to plan and deliver a suite of programs to the University community.

The Aquatic and Programs Officer is required to exercise professional judgement and problem-solving skills when providing advice to staff, members and guests in regard to the learn to swim program, memberships and other activities undertake within the Health, Sports and Aquatic Centre.

They should have knowledge and expertise generated from experience in the aquatic, fitness and customer service industry. The Aquatic and Programs Officer must also exercise sound judgement when dealing with Health, Sports and Aquatic Centre learn to swim program and fitness clients/customers to ensure their needs are met and to assess when an issue should be referred to senior officers.

The Aquatic and Programs Officer works closely with the Federation Health, Sport and Aquatic Centre Coordinator and other commercial services Management Staff. The position is responsible for coordinating the aquatic programs and membership administration of Health, Sports and Aquatic Centre members, working alongside key staff across Health, Sports and Aquatic Centre and the University and must ensure quality across the area. The Aquatics and Programs Officer works with a level of autonomy in their functions as well as within the team of Health, Sports and Aquatic Centre staff.

Position and organisational relationships

The Aquatic and Programs Officer reports directly to the Federation Health, Sport and Aquatic Centre Coordinator. They work closely with the Commercial Services staff to ensure The Health, Sports and Aquatic Centre services and programs are administered and delivered to a high standard.

Key selection criteria

Applicants must demonstrate they are able to undertake the inherent responsibilities of the position as contained in the position description and are able to meet the following key selection criteria:

Training and qualifications

1. Completion of:
 - Certificate III and extensive relevant work experience,
 - or an equivalent combination of relevant experience and/or education/training in Aquatic teaching and Fitness Industry.
2. The successful applicant must also hold or have the ability to obtain a Pool Lifeguard Certificate, AustSwim teaching qualifications, Level II First Aid Certificate and CPR.
3. Hold a valid Working with Children Check (WWCC) or hold a current registration with the Victorian Institute of Teaching (VIT).

Experience, knowledge and attributes

4. Demonstrated experience to engage and build positive relationships with clients and staff, preferably in a recreational facility context.
5. Demonstrated experience in retail sales, with knowledge of sports products an advantage.
6. Demonstrated ability to utilise computer programs efficiently and capacity to adapt to new systems.
7. Demonstrated ability to ensure compliance with the required standards and OHS guidelines associated gym & pool procedures.
8. Demonstrated customer service and communication skills and a genuine desire to assist people in meeting their needs.
9. Demonstrated ability to prioritise tasks and work efficiently while under time and customer pressure.
10. Demonstrated ability to work unsupervised, but to also work as part of a team.
11. Availability to work outside of normal office hours.
12. Capacity to work flexible hours periodically throughout the calendar year.
13. Demonstrated working knowledge and application of the Child Safety Standards.
14. Demonstrated knowledge and application of appropriate behaviours when engaging with children, including children with a disability and from culturally and/or linguistically diverse backgrounds.

The University reserves the right to invite applications and to make no appointment.

It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position. The aspects mentioned above may be altered in accordance with the changing requirements of the role.