

POSITION DESCRIPTION

Position Information

Position	Swim School Tutor
Department	Community Development
Reports to	Aquatic Supervisor
Staff this position holder is responsible for	N/A
Location	Westland Recreation Centre, Greymouth; and Spring Creek Pool, Runanga; and Various other locations that classes may be delivered
Last reviewed	January 2020

Purpose of this Position

Role of this Position

Position Objectives

- To participate fully as a team member of the Westland Recreation Centre (WRC) and other recreation facilities to achieve the Council's Vision and Mission and in accordance with its Values.
- To assist in ensuring the success of the Westland Recreation Centre and other recreation facilities with the focus on being a customer driven, clean, well-managed facility, with a high quality of service delivery.
- To effectively and efficiently meet the requirements of a progressive Swim School, providing users with high quality and enjoyable aquatic education classes and programmes and ensuring their safe conduct while using the facilities.
- To communicate effectively with students, parents/caregivers and staff to ensure the professional delivery of learn to swim programmes.

Functional Relationships

Internal:

- Westland Recreation Centre Manager
- WRC supervisors
- Other WRC staff

External:

- Facility customers
- Members of the public
- Parents/caregivers

Role of a Council Staff Member

The primary role of every Council staff member is to:

- Actively contribute to the achievement of Council's strategic goals, objectives and measures of performance as outlined in the Annual Plan and Long Term Plan.
- Provide a quality customer service experience that is in alignment with Council's Vision, Mission and Values.

- Be responsible and accountable for the delivery of job specific responsibilities in line with their Department's programme of work.
- Achieve the position objectives, accountabilities, job related and behaviour key performance indicators in an effective, efficient and prudent manner. All positions have the ability to impact on the service delivery and goals of other staff members, either directly or indirectly, so it is important that all staff carry out their tasks in a timely, cooperative and accurate manner.
- Properly manage information so that it is captured, managed, stored and shared appropriately and responsibly in line with Council's policies and strategic goals.
- Prudently manage Council assets and equipment.
- Role model behaviours and attitudes that support Council's Vision, Identity and Mission and foster positive relationships that are built on trust and respect.
- Actively contribute to and participate in organisational improvement, professional development opportunities and continuous improvement initiatives.
- Demonstrate a clear perception of the intent of, and commitment to, the application of the principles of the Treaty of Waitangi.

Key Performance Indicators

POSITION RESPONSIBILITIES, PRIORITIES AND TASKS		
Key responsibilities	To achieve this you will need to	As a result we will see
Swim School Instruction	<ul style="list-style-type: none"> • Teach the Learn to Swim programme within the school term calendar and school holidays when required. • Maintain practicable skills to perform the duties of a swimming instructor. • Show punctuality, respect and professionalism with all work related dealings. • Ensure that pool space for instruction is ready for swimmers prior to their swim lesson commencement. • Attend all staff meetings and training sessions as required and agreed upon. • Perform duties effectively as an integral part of the overall team. • Enforce all pool regulations in a professional manner. 	<ul style="list-style-type: none"> • A high quality of service is delivered and reflected by customer feedback. • All swimming qualifications are kept up to date and current. • The job holder is reliable and customer focused, confirmed by employer and public feedback. • Poolside instruction is coordinated smoothly and controlled in a safe environment for all swimmers. • Effective participation in supporting management initiatives and overall aquatics activities. • Effective communication exists between staff and management. • Contributions are offered towards continuously improving activities and daily operations at WRC and other recreation facilities. • Excellent team work exists amongst staff. • Interaction with customers' impacts positively on their behaviour, ensuring a safe environment is maintained and accidents prevented.
Swim School Promotion	<ul style="list-style-type: none"> • Promote Swim School, aquatic and recreation programmes and initiatives. • Assist in the delivery of events and programmes with a view to maximising participation. • Assist in the implementation of marketing plans for the swim school, events and programmes as instructed by the Aquatics Programmes Supervisor. • Present the benefits of water safety to the community as agreed with the Aquatic Programmes Supervisor. 	<ul style="list-style-type: none"> • In conjunction with the Aquatic Programmes Supervisor, aquatic recreation programmes are planned and implemented (as guided). • Recreation programmes are delivered with a view to maximising participation and programme viability in respect of both economic and social returns. • Membership in aquatic programmes increase. • Customer needs and requirements are identified correctly and services meet or exceed their expectations.

CORPORATE CONTRIBUTION

Key responsibilities	To achieve this you will need to	As a result we will see
Customer Service & Relationship Management	<ul style="list-style-type: none"> • Promote a 'customer first' and first contact resolution culture so that all our customers hold Council in high regard for the way they are treated. • Maintain high level of customer service under all conditions, devising solutions and meeting commitments within timeframes and constraints. • Effectively balance the conflicting demands of various customers. 	<ul style="list-style-type: none"> • Responsive to customers at 'first contact'. • Enquiries/requests followed through within agreed timeframe and in a manner that promotes resolution. • Evidence of improving customer service within the Department. • Positive experience for the customer.
Health & Safety	<ul style="list-style-type: none"> • Demonstrate compliance and active participation/promotion with regards to all H&S requirements and responsibilities, ie accident reporting, hazard management, PPE, training, audit & review, SOPs, etc. • Appropriate standards for H&S are built into and incorporated into relevant contractor/procurement processes and documentation, i.e. site visit inductions, performance audits, tenders and contracts for services. 	<ul style="list-style-type: none"> • All H&S responsibilities, procedures and rules are adhered to, undertaken and completed within expected timeframes. • Knowledge gaps or breaches are immediately addressed. • Process improvements rectified or raised with Manager or H&S Committee. • Contractors agree and comply with Council's H&S requirements. Tender and contract documentation meets H&S legislation requirements.
Professional Accountability & Development	<ul style="list-style-type: none"> • Actively participate and contribute to the achievement of Council's Vision, strategic goals and position objectives. • Take personal responsibility for 'owning performance' and professional development and discussing this with the Manager/Supervisor. • Demonstrate commitment to up-skilling and further developing specialist knowledge and applying best practice. 	<ul style="list-style-type: none"> • Participation and contribution directly aligned with Council's Vision and strategic goals and Council's Values and expected behaviours role modelled at all times. • Manager/supervisor and other people give positive feedback on the job holder's performance. • An active role in own performance development. • An active approach taken in self-learning and familiarisation of Council's plans, policies, procedures and statutory requirements.

Continuous Improvement	<ul style="list-style-type: none"> Actively seek and promote ideas and initiatives that improve the service levels and business processes that are the responsibility of the position. Show flexibility, adaptability and a willingness to change and are open to feedback as an opportunity to improve. 	<ul style="list-style-type: none"> Service and process improvements are championed and implemented in a way that enhances and adds value to the position objectives, performance outputs and how the job is carried out. Responds positively to constructive feedback, and actively participates and contributes to change/improvement processes.
Efficiency & Prudency	<ul style="list-style-type: none"> Actively seek efficient and financially prudent ways of completing tasks and projects. Ensure projects and tasks are completed on time and on budget. Look after Council assets and equipment. 	<ul style="list-style-type: none"> Projects/tasks carried out with a focus on prudent financial management and on efficient and cost effective service delivery. Tasks and projects delivered within budget. Deadlines met when working on/completing projects and tasks.
Information Management	<ul style="list-style-type: none"> Proactively manage and safeguard Council information. 	<ul style="list-style-type: none"> Information is correctly captured, stored and shared appropriately and responsibly in line with Council policies and our strategic goals.
Collaboration & Team Work	<ul style="list-style-type: none"> Work co-operatively with other staff in job holder's your department. Collaborate with staff from other departments and provide information/complete tasks where necessary as part of job holder's position. 	<ul style="list-style-type: none"> All teams functioning in a co-operative, cohesive and supportive manner. Quality and timing of information and completion of tasks by job holder does not adversely impact on the success of other staff in fulfilling their responsibilities.
Other Responsibilities	<ul style="list-style-type: none"> Provide assistance and support during Civil Defence activities as required. Fulfil all other assigned responsibilities, tasks and project work in a professional and timely manner. 	<ul style="list-style-type: none"> Support is provided during Civil Defence activities and training is fulfilled as requested. Demonstrating an ability to go the extra mile by fulfilling additional responsibilities with positive results.

Performance Measurement and Quality of Work

Performance will be measured by the Team Leader and/or the Department Manager.

Performance will be measured on an ongoing basis and use will be made of the Grey District Council Performance Management Development System. This process starts in November each year after the Annual Report process has been completed, with a six monthly review carried out in May. Informal reviews can be arranged with the Team Leader or Department Manager as required. At any time, the position holder can contact either the Team Leader or the Department Manager to discuss particular performance issues.

The quality and quantity of work required will be that of any other reasonably capable and competent person who would be required to carry out the responsibilities, functions and key outcomes for this position.

Limitations on Authority

This position has no staff or financial responsibilities. However, the Council may from time to time delegate to the officer specified powers and duties which must be exercised with due care and diligence.

Person Specification

Qualifications and Experience

- Current AUSTSWIM qualification is preferable (or willingness to obtain and be trained appropriately)
- Able to demonstrate good fitness level and swimming ability - a physical assessment will be carried out related to these capabilities
- Hold or prepared to obtain a current First Aid Certificate
- Experience in instruction of Learn to Swim and/or previous experience in instructing groups of children/adults would be advantageous
- Applicants must be able to demonstrate adaptability to new technologies, systems and facilities that enhance customer service
- A current and valid New Zealand Drivers' licence is preferred

Personal Attributes

- Be a reliable and contributing team member with great communication skills
- Ability to deal with a wide range of people (including children) with sensitivity and diplomacy
- A successful candidate should be capable of dealing with the public in a confident, calm and friendly manner
- Be available to work all shifts of the roster – weekdays, weekends, day and late shifts
- Criminal record checks are mandatory as the successful candidate will be working with young children
- Good communication skills and the ability to remain calm and focused in an emergency are essential
- Applicants should be aged over 16 years

Conditions of Employment

Council's General Conditions of Employment shall apply to this position.

The position holder shall:

- Be employed under either a Collective Employment Agreement or an Individual Employment Agreement.
- Hours of work will be as per your employment agreement.

Applications

All applications must include a CV and completed Grey District Council Job Application Form (available from our website, www.greydc.govt.nz).

Applications should be sent to "Swim School Tutor Vacancy", Human Resources, Grey District Council, PO Box 382, Greymouth 7840 or emailed to hr@greydc.govt.nz.

Position Description Sign-Off

Position Holder: Name

Signature

Date

APPENDIX 1: Council Vision, Mission & Values









OUR VISION	OUR VALUES	
The Grey District will be a progressive, sustainable area where people want to live, work, play & invest in.	HAVE FUN	BE REAL
	SHARE OUR RICH HERITAGE	
OUR MISSION	BE CREATIVE AND COLLABORATE	
We will work together to serve the people of the Grey District, the Heart of the #WestCoastNZ.	LOOK AFTER EACH OTHER	
	MAKE A DIFFERENCE	

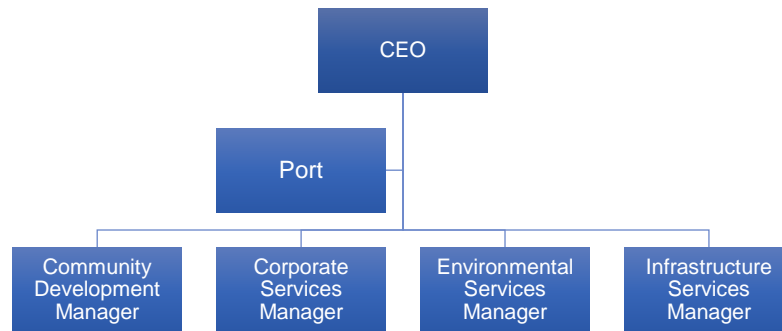


APPENDIX 2: Organisation Context

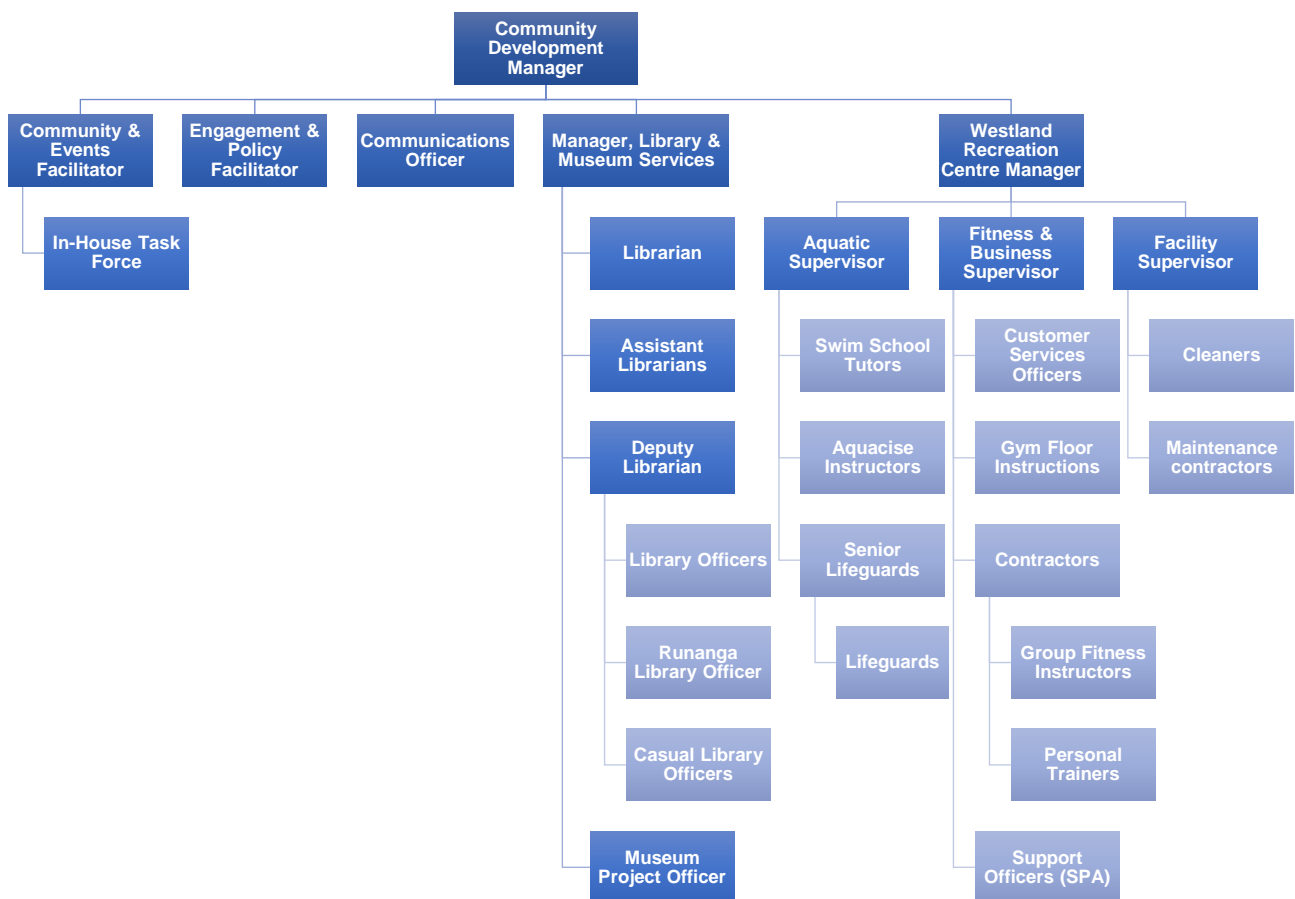
Council Departments

Department	Areas of responsibility
Assets Management and Engineering	<ul style="list-style-type: none"> • Efficient management of the District’s capital and infrastructure assets and the provision of all associated services including roads, bridges, footpaths, streetlights, solid waste, stormwater, wastewater and water supplies. • Responsible for parks and reserves, management of Council public buildings and property (excluding pensioner housing, libraries and swimming pools), cemeteries, fleet management, energy efficiency and GIS and asset management system services.
Community Development	<ul style="list-style-type: none"> • Management of and provision of services at Council facilities (i.e. libraries, recreation centre, swimming pools, museum), strategic planning processes, economic development initiatives, events facilitation, pensioner housing, co-ordination of policies and bylaws and the community engagement processes. • Development and co-ordination of the Long Term Plan, Annual Plan and Annual Report processes.
Corporate Services	<ul style="list-style-type: none"> • Provision of efficient internal administrative support to Council in the areas of finance, rating, payroll, information management and technology, records management, secretarial support, Council governance including agendas and minutes, human resources, health & safety, legal and insurance services and community grants. • Responsible for election services, land leases and liaison with central Government and other local bodies. • Management of internal and external communication activities.
Environmental Services	<ul style="list-style-type: none"> • Environmental, planning and development control responsibilities which covers resource management, building control, environmental health, liquor licensing, animal control, noise control and parking control. • Responsible for enforcement (i.e. parking, freedom camping, untidy properties etc) and emergency management.
Port of Greymouth	<p>The Port provides:</p> <ul style="list-style-type: none"> • Predominantly berthage/mooring services to a moderate sized fishing fleet. • Access for the fishing industry to the Westfleet fish processing factory and the Talleys cooling facility and fish transfer premises. • Wharfage as well as berthage/mooring for cargo vessels, mainly the MV Anatoki which enters the Port approximately six times a year. • Navigation safety guidance for vessels entering and egressing the Port. This includes soundings and a lagoon dredge. • A limited capacity slipway as a service. • Management of associated land holdings.

Corporate Structure



Department Structure



APPENDIX 3: How does my job fit into the big picture?

