LEARN TO SWIM TEAM LEADER

Position Number:	Internal
Banding/Remuneration:	Band 4
Division/Branch:	Community Services / Active Monash
Reports To:	Learn to Swim Coordinator
Date Approved:	February 2026

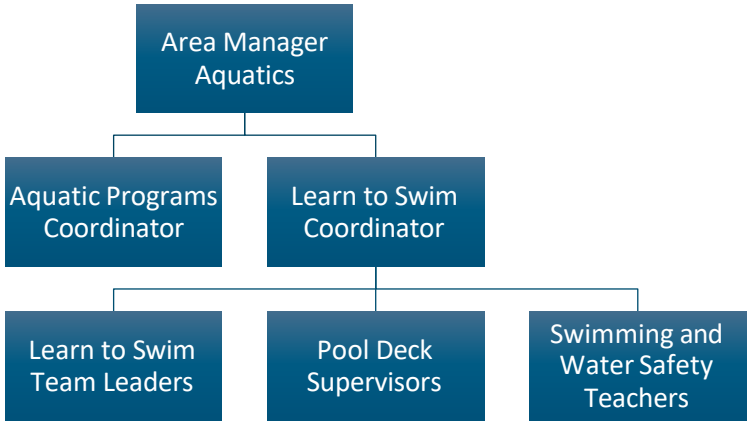
Position Objectives:

The Learn to Swim Team Leader is responsible for the driving and delivery of the Swimming and Water Safety Program. This position assists the Learn To Swim Coordinator in the day to day running of the Program, as well as the supervision of Swimming and Water Safety Teachers and Pool Deck Supervisors.It provides direct support to ensure that all Learn To Swim Program staff are qualified and well versed in Active Monash Aquatic program responsibilities towards driving the quality service delivery and safety of the School Swimming Program and the Learn To Swim and Water Safety Program.

Leadership Structure:



Team Structure:



Key Responsibility Areas:

Learn to Swim Support and Organisation: **To boost engagement and bookings in designated departments, this role will:**

- Assist in ensuring growth of Swimming and Water Safety programs
- Ensure that policies and procedures are always adhered to ensure a high level of service delivery
- Maintain the professional image of Active Monash and its programs, creating a safe, informative, friendly, and customer-focused environment
- Maintain a high standard of Customer Service

Provide leadership to staff: **To guide and support a collaborative culture, the role will:**

- Supervise and provide leadership to the Active Monash Swimming and Water safety Teachers and Pool Deck Supervisors
- Assist in the training and development of staff, facilitating their understanding of procedures and key responsibilities
- Assist in the development and management of staff rosters ensuring coverage of key customer service and program functions

Accountability and Extent of Authority:

- Refer to standards and procedures to deliver responsibilities, exercising discretion within scope, as required
- Plan weekly workload and tasks to meet goals within timeframes
- Provide information specific to the subject matter, to others, including direct reporting employees and leaders Supervise and deliver direction and training to Swimming and Water Safety Teachers

Judgement and Decision Making:

- Work within well-defined work objectives, selecting from a range of options by which to deliver tasks, processes, or utilise equipment
- Guidance and direction from leaders is always available
- Be aware of, and responsible, with regards to safety and security and the guidance of employees in OH&S standards and managing risk

Specialist Knowledge and Skills:

- Understand job requirements in context, including policies, regulations, and goals of the work area
- Ability to apply standards, regulations, and practice to work tasks
- Knowledge of aquatic education programs
- Knowledge of Occupational Health and Safety issues
- General computer skills, including knowledge of Windows and Microsoft Office packages

Leadership Skills:

- Supervise and guide team members to engage in learning and utilisation of safe work practices
- Effective listening and questioning skills to enhance employee motivation and team culture
- Experience in educating others and driving an ethic of shared learning

Management Skills:

- Manage time, with an ability to plan and set priorities
- Understanding of policies and workplace practices, and providing on-the-job training to others
- Knowledge of OH&S and safety awareness, for self and others

Interpersonal Skills:

- Ability to gain co-operation from employees and community members to meet goals
- Ability to communicate well, verbally, and in writing, to liaise with others for positive work outcomes, and provide reports as necessary
- Ability to work with others to address and resolve issues and complaints

Qualifications and Experience:

- Proven experience and achievement in the leisure industry or relevant tertiary qualifications
- Experience in liaising with schools, community groups, people with additional needs and the general public
- Working with Children Check
- Level 2 First Aid with current CPR
- AUSTSWIM Teacher of Swimming and Water Safety Licence

Key Selection Criteria:

- Experience in the delivery of high-quality customer service, preferably in a Learn to Swim or School Swimming setting
- Experience in liaising with schools, community groups and the general public
- Experience in developing and implementing rosters
- Experience in the development of staff through the delivery of ongoing training programs
- Experience in working towards set budget and business plan targets
- Ability to work towards achieving program targets in a competitive environment
- Well-developed problem-solving and complaint resolution abilities