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## Job Description

**Business:** Seadragonz Swim School

**Job Title:** Swim Instructor and/or swim administration

**Location:** 44 Allen Road, Forrestdale, Western Australia

**Reports to:** Operations coordinator/s

### Main Purpose of Position

To facilitate the planning and delivery of a learn to swim program for students of all ages, develop program policies, implement projects and initiatives to improve program development and delivery. To assist with the promotion of the business of Seadragonz in the wider community to meet our strategic objectives.

### Main Duties/Key Result Areas

Teaching swimming to a class of mixed age and ability. Assess performance of individual children every week

- *Demonstrate patience, compassion & kindness appropriate to age level*
- *Demonstrate high levels of energy*
- *Be organised for every class e.g. equipment, be punctual, communicate with receptionists/deck angels etc.*
- *Demonstrate enthusiasm and approachability*
- *Wear a big smile*
- *Be physically fit in a standard necessary to carry out all duties*



Attending training and development sessions out of normal hours of work to ensure continuous professional development. Minimum of one outside personal development session at least every 18 months

- *Participate enthusiastically*
- *Represent Seadragonz in a professional manner*
- *Demonstrate and share new skills with other staff members*

Lesson notes if absent

- *Ensure when absent to email lesson notes to give to the relieving teacher*

Attend compulsory professional development sessions in the 1<sup>st</sup> three months of employment

- *Mentally prepare for the session*
- *Demonstrate ability to promote and implement change*
- *Prepare to improve/re-learn any skills or methods*
- *Be reliable and punctual*
- *Participate enthusiastically*
- *If qualified at the commencement of employment this is to be completed in 3months*
- *If not qualified at the commencement of employment it is to be completed in 5months*

***Suspension without pay will apply if this is not completed***

Be available for relief teaching out of normal hours

- *Assist whenever possible*

Set up and pack away equipment

- *Ensure ALL equipment is packed away neatly and in the correct place*
- *Demonstrate co-operation skills by helping others pack away*
- *Be on time to set up, lane ropes, platforms etc*



### Undergo training with master teachers

- *Demonstrate honesty, be open and share ideas*
- *Take constructive feedback between and after classes via feedback sheets and/or master teacher*
- *Attend meetings as required with master teachers to discuss progress when requested*

Be punctual for rostered hours, marketing events and professional development sessions.

- *Demonstrate teamwork/co-operation skills*
- *Demonstrate reliability*
- *A minimum of one months' notice is required to book annual leave.*

### Communication

- *Demonstrate responsibility and integrity in checking emails 2 hours before EVERY shift*
- *Answer emails that require response within 24 hours*
- *Join staff Facebook page to remain up to date with information*

### Maintain and update qualifications

- *Demonstrate responsibility in maintaining current qualifications*
- *Suspension without pay will apply until these are up to date*

### Perform other duties as requested

- *Carry out other duties as directed or initiated*

### Take responsibility for your personal wellbeing

- *Demonstrate responsibility by taking care of your body, skin, hair etc by showering and drying off properly, rehydrating skin as per our business policy, keeping warm between classes and getting changed at the end of the night*

### First aid

- *Attend to any first aid issues that arise with staff and/or customers*



## Special Projects

- *Plan, budget, implement, manage and report on projects as initiated*  
Business promotion
- *Demonstrate swim school knowledge to share information with potential clients*
- *Be reliable, friendly and approachable*
- *Represent and participate in community events that promote learn to swim and Seadragonz in the wider community, minimum once a year*
- *Plan and work as a team for business events sponsored by Seadragonz. This includes but not limited to, school fairs, community fairs, the Kelmscott show etc. This can include all aspects of planning, budgeting, marketing, and reporting for these events*
- *Research and develop activities for community activities such as local parent groups and play groups. Identify new community groups and potential participants through liaising and networking with local communities such as local government, Business Armadale and other relevant stakeholders*
- *Research and source external private and Government funding grants for equipment for our program and/or special groups*

## Day to day administration issues and can include

- *Liaison with the parents of our children through phone, email and over the counter and providing information to assist parents to understand student progress and problems. Provide advice to parents as required*
- *Manage of transfer class requests, new enrolments, re enrolments and cancellations on a daily basis*
- *Ordering of stationery*
- *Purchase and stock control of retail stock such as goggles, swim caps and bathers*
- *Attending to customer data files, accounts and operation of the data base program*
- *Organise staff relief for all absences (including annual and personal leave).*
- *Provide customer service at a high level that maintains current customers and actively follow up customer enquiries to increase student numbers*
- *Daily banking and operation of over the counter transactions and administration of accounts. Deal with direct debit issues (all customers pay fees via direct debit) such as activation/deactivation of accounts as required, follow up declined direct debits and customers changing of account details. Liaison with external accounting sources when required.*
- *Have a general understanding of pool plant room operations and observe, act and/or report on maintenance issues*



## Selection Criteria

### Experience

- Suitable and sufficient experience of swimming instruction Desirable

### Skills

- Excellent verbal and written communication skills including negotiation skills Essential
- Genuine commitment to the provision of high quality customer service Essential
- Able to teach confidently to all ages Essential
- Basic admin skills; complete time sheets, lesson plans and assessment sheets etc Essential
- Basic internet and email skills Essential

### Qualifications

- Nationally recognised qualification in Teaching swimming and Water safety Essential
- Senior First Aid Essential
- Resuscitation Essential
- Working with Children's Check Essential
- Teacher Rescue Award or Bronze Medallion Essential
- Nationally recognised qualification in Teaching infants and Preschoolers Essential
- RLSSA Aquatic Trainer Desirable
- Certificate IV Workplace Trainer and Assessor Desirable
- Drivers License Essential

### Special Requirements

- Available to work Monday – Saturday including school holidays Essential
- Available to work shifts between 7am and 7pm Essential
- Prepared to attend mandatory training sessions and meetings Essential
- Access to email and internet at all times Essential