

# Position Description



<b>POSITION TITLE:</b>	Aquatics and Programs Coordinator
<b>POSITION NO:</b>	4141
<b>DIRECTORATE:</b>	Infrastructure Services
<b>DEPARTMENT:</b>	Recreation and Open Space
<b>SECTION:</b>	Maribyrnong Aquatic Centre (MAC)
<b>CLASSIFICATION:</b>	Band 7
<b>LOCATION:</b>	Maribyrnong Aquatic Centre 1 Aquatic Drive, Maribyrnong
<b>DATE:</b>	May 2026

## ORGANISATIONAL RELATIONSHIPS

<b>Reports to:</b>	MAC Manager
<b>Supervises:</b>	Lifeguard and Aquatic Events Team Leader, Aquatic Programs Team Leader, Child Care Team Leader
<b>Internal Liaisons:</b>	Manager Recreation and Open Space, MAC Management and Leadership Teams and staff, all Council employees.
<b>External Liaisons:</b>	MAC Members and Customers, Schools, Aquatic Industry Groups, Contractors, Suppliers and members of the public and residents.

## ORGANISATIONAL VALUES:

Employees at Maribyrnong will be guided in their behaviour and conduct in the delivery of its services by Council's values of Respect, Courage and Integrity.

<b>Respect</b>	The promotion of inclusiveness, empathy, communication, good will.
<b>Courage</b>	The promotion of innovation, considered risk, creativity, problem solving, initiative, accountability, responsibility.
<b>Integrity</b>	The promotion of honesty, loyalty, ethical behaviour, trustworthiness.

## PRIMARY OBJECTIVES OF POSITION:

To effectively manage all aspects of the service delivery for aquatic programs, events, supervision, child care and swimming and water safety education at MAC

To develop and implement systems, policies, procedures, and reporting documents that ensure the business operates in accordance with Councils expectations and Centre objectives and in compliance with relevant Government and Industry requirements

## DUTIES AND RESPONSIBILITIES

### Human Resource Management

- Exemplify and role model organisational values and behaviours to build an engaged staff team with a strong culture of customer service excellence
- Provide leadership and direction to employees within the areas of responsibility to ensure that they are able to meet program and Centre objectives.
- Support an environment that delivers professionalism, equality, teamwork, accountability and innovation amongst all team members within areas of responsibility.
- Develop and initiate the appropriate training and skills development for employees including introductory, ongoing and refresher training.
- Ensure that employees are recruited, inducted, trained and managed in accordance with relevant legislation, industry guidelines and Maribyrnong City Council policy.
- Maintain and regularly update Council HR systems e.g. Litmos & UKG with accurate employee information
- Coordinate and manage all Council training requirements across the Centre in collaboration with the MAC Leadership group
- Ensure the rostering of employees meets supervision, service and safety standards.
- Implement and maintain effective employees communication systems across all teams within the Centre
- Ensure that incidents are recorded and reviewed, and where necessary, action taken to reduce risk.

## Customer Experience

- Ensure the provision of exceptional customer service through well planned, consistent, equitable service standards that focus on presentation, conduct and operational efficiency.
- Develop and implement initiatives, strategies and policies designed to improve customer service and engagement across the team ensuring employees are well trained and conversant with the high expectations of Maribyrnong City Council.
- Participate in the development, implementation and evaluation of customer service surveys and/or mechanisms that enable measurement of customer satisfaction with Centre programs and activities.
- Provide responsive timely feedback to customers, with issues, concerns and comments regarding Centre programs and activities.
- Research, review and track customer service trends, feedback and satisfaction to guide employees training and systems development

## Service Planning and Delivery

- Contribute to the design of the Centre Business Plan, annual business plan objectives and budgets for the Centre, including the formulation and monitoring of performance standards and indicators for areas of responsibility.
- Delivery of community programs, supervision and safety that are of the highest quality, balancing community need with service efficiencies
- Provide weekly and monthly reports as required.
- Develop and implement strategic actions to rectify any KPI's not being achieved in consultation with the MAC Manager
- Develop Centre policy, initiate systems and procedures that deliver operational efficiencies to the areas of responsibility
- Maintain a contemporary working knowledge of industry standards in relation to the operations of a modern aquatic leisure facility.
- Develop systems to collect and evaluate statistical data to effect the continuous improvement of the areas of responsibility
- Remain abreast of current and future developments, trends and practices within the aquatic industry and their potential application within the Centre.
- Research, develop and implement strategies to accommodate the competing demands of aquatic programming and public recreation priorities, with consideration of trends, industry direction and community expectations.
- Manage area budget including purchasing and invoicing in line with Councils financial policies and procedures

- Make recommendations to the MAC Manager on new equipment or resource requirements
- Develop, implement and coordinate training services and programs for internal customers
- In conjunction with the Centre Manager, develop and implement strategies to improve access to aquatic programs and services for people with special needs.
- Foster and maintain strong working partnerships and networks with a broad range of organisations and groups to enhance access and participation in programs, services and activities.
- Develop and implement innovative community engagement strategies to improve attendance and enrolment in programs and services within areas of responsibility
- Provide current, accessible and relevant information regarding aquatic supervision, aquatic education, childcare services and programs for use in the Centre's communication and promotional material to the community
- Oversee the Occasional Child Care Service ensuring it is providing a viable, responsive service that is compliant with Government Regulations
- Manage contracts with external providers against service delivery specifications and financial performance indicators.

The incumbent of this position may be directed to carry out such duties as are within the limits of the employee's skill, competence and training.

## **Organisational Responsibilities:**

- Adhere to the Victorian *Occupational Health and Safety Act 2004*, Council's Occupational Health and Safety Policy and Council's Contractor Health and Safety Policy including assuming responsibility for the proper use of all safeguards, safety devices, personal protective equipment and other equipment provided for safety purposes.
- Consider and preserve one's own safety and the safety of those around while at work. This includes following health and safety guidelines and procedures, and using protective clothing or equipment provided, at all required times. Employees must immediately report any injury, near miss, damaged equipment or any other hazard observed in their workplace.
- Familiarise themselves with, and adhere to, Council's Risk Management policy and program and the application of sound risk management practices within the workplace and community.
- Practice and promote Council's Equal Opportunity and Respect at the Workplace principles and policies by treating fellow employees and our customers fairly and equitably and without discrimination, harassment or bullying.
- Promote a positive image of Council to members of the public through professional standards of personal presentation and through the provision of services/advice in a courteous and efficient manner.

## **ACCOUNTABILITY AND EXTENT OF AUTHORITY:**

- Participate in the development of Council's policies and procedures within area of expertise and/or management relevant to the role. Accountable for the quality and effect of the work on policies developed.
- Act within clear policies, objectives and budgets, and regularly report to manager on decision making, particularly when having a significant effect on Council's programs or projects and respective public perception.
- Maintain and improve standards of work specific to the role and responsibilities.
- Provide advice to internal stakeholders and regulate clients or external stakeholders as required.

## **JUDGEMENT AND DECISION MAKING**

- Exercise judgement and autonomy to make decisions and resolve problems. Decision making is based on specialised methods, procedures and processes developed from theory or precedent.

- Guidance is not always available within the organisation and may require pursuit of external resources.
- Ability to improve or develop methods, procedures and processes relevant to the role, identifying and analysing a wide range of options prior to making a recommendation.
- Exercise discretion and confidentiality as required.

## **SPECIALIST SKILLS AND KNOWLEDGE**

- Proficiency in the use of technology and systems and the application of theories, policies, procedures, processes and precedents relevant to the role.
- Understanding of the role and function of the team and how they impact the goals of the wider organisation.
- Contemporary working knowledge and understanding of the aquatic industry and capacity to translate that experience into the development of effective programs, services and promotional activities.
- A working knowledge of Guidelines for Safe Pool Operation, Health Department Regulations, OH&S Act and other relevant legislation and their application in the areas of responsibility.
- A good knowledge of the Children's Services Act 1996 and Children's Services Regulations 2020 as they relate to the operation of Limited Hours Services
- Ability to develop, implement and maintain project briefs and budgets and knowledge of relevant financial and accounting procedures.
- Ability to develop interpret and implement policy.

## **MANAGEMENT SKILLS**

- Ability to set priorities, manage time, plan and organise own work and when required, and where appropriate, the work of any direct reports, to achieve team and organisational objectives within a set timeframe, despite conflicting pressures.
- Ability to implement and embody Council personnel practices including Equal Employment Opportunity and Occupations Health and Safety, Recruitment, L&D etc.
- Leadership, supervisory and motivational skills to support other employees and provide on the job training and guidance.
- Ability to contribute to team meetings and to team outcomes.
- Understanding and effective dissemination to the team of their long term goals and their alignment with Council's objectives.
- Ability to be flexible and responsive to meet the changing priorities of the organisation and the community.

## **INTERPERSONAL SKILLS**

- Ability to negotiate and gain trust, cooperation and assistance from internal and external stakeholders when required.
- Motivational and training and development skills to support other employees.
- Ability to liaise with external counterparts and members of other units within the organisation to resolve specialist and intra- organisational problems.
- Strong written and verbal communication skills including the ability to make public presentations, write concise and detailed reports, proposals and submission to government and other external bodies.
- Ability to establish rapport and to contribute to a pro-active and collaborative work culture.

## **QUALIFICATIONS AND EXPERIENCE**

## Mandatory:

- Tertiary qualification in a relevant discipline, or lesser formal qualifications with extensive relevant experience
- Substantial experience in coordinating the delivery of aquatic programs and services within a public aquatic/leisure environment.
- Significant experience in leading high performing teams in a community focused environment
- Demonstrated commercial experience in achieving business outcomes
- Extensive experience in developing and maintaining systems and procedures to achieve operational efficiencies.
- A working knowledge of the Guidelines for Safe Pool Operation
- Demonstrated experience in a similar position in a multi-faceted aquatic and leisure centre environment.
- Australian Teacher of Swimming and Water Safety Certification (SISSS00132)
- Australian Teacher of Swimming elective qualifications to work in specialist areas
- Senior First Aid Certificate (HLTAID011).
- Resuscitation Certificate (HLTAID009)
- Current Working with Children Check – Employment version.
- No relevant criminal record found in a Police Check.

## Desirable:

- Current Pool Lifeguard Certificate
- Aquatic Technical Operators Certificate

## KEY SELECTION CRITERIA

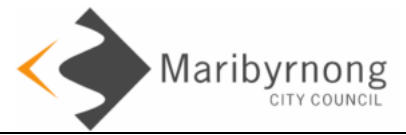
- Mandatory qualifications and experience as listed above.
- Demonstrated capability to role model organisational culture and values
- Demonstrated experience in development, coordination and implementation of operational systems.
- Contemporary working knowledge and understanding of the aquatic industry and capacity to translate that experience into the development of effective programs, services and activities.
- Contemporary knowledge and understanding of the Child Care legislation as it applies to the service offered at MAC
- Proven ability to develop effective and productive partnerships with user groups, suppliers, contractors and industry representatives.
- Proficiency with relevant information technology programs and systems

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**CONDITIONS OF EMPLOYMENT:** In addition to the terms and conditions of Council's Enterprise Agreement and the requirements listed in this Position Description, there are policies and procedures that apply to your employment and require your diligent compliance. These policies and procedures are formulated by Council for the efficient and fair administration of employment and other business matters and can be amended from time to time. However, such policies and procedures are not deemed to be incorporated into your employment conditions, nor are they intended or deemed to impose specific contractual obligations on Council.

The following signatures are required to indicate understanding, agreement and approval of the position description.

# Position Description



Employee: .....

Date: .....

Manager/  
Coordinator:.....

Date: .....