

Position Description



Job title:	Learn to Swim Instructor
Reporting to:	Gatton Manager
Department:	Gatton
Location:	Gatton

Purpose of the Position

The Learn to Swim Instructor is responsible for providing consistent excellence in customer experience and ongoing promotion of UQ Sport's products and services to the UQ community and other user groups.

This includes the providing exceptional customer service to current and potential UQ Sport customers; delivering quality, fun and educational learn to swim lessons to UQ Sport customers; ensuring the programs are safe for customers and are professionally delivered in accordance with program requirements; and maintaining a positive profile for UQ Sport in the wider community.

Essential Qualifications

- Teacher of Swimming and Water Safety
 - First Aid & CPR Certificates
 - Blue Card
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Essential Experience and Skills

- Demonstrated experience in the creation and delivery of learn to swim lessons
 - Previous experience in child related work
 - Demonstrated well-developed inter-personal skills
 - Demonstrated commitment to customer service excellence
 - Commitment to on-going participation in external training applicable to learn to swim
 - Demonstrates personal initiative and ability to work autonomously
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Essential Behavioural Competencies

- Passion for continuous learning and professional development
- Ability to develop meaningful relationships with internal and external stakeholders
- Demonstrated ability to create positive experience with customers, clients and colleagues
- Support, listen to, encourage, and collaborate with colleagues
- Consistent drive to take ownership of the position, plan and organise to deliver on promises
- Champion innovation and embrace change for continuous improvement
- Be a respectful and reliable team member
- Align behaviour with the UQ Sport values and guiding principles



Essential Health and Safety Responsibilities

- Adopting safe work practices
- Actively reporting workplace hazards, injuries and accidents arising from workplace activities and providing recommendations for corrective actions to prevent or minimise the chance of recurrence
- Ensuring your behaviour does not pose a risk to the health and safety of any person and does not interfere with or misuse materials, equipment or property
- Participating in meetings, training and other health and safety activities