

Position Description

Job title:	Aquatic Program Assistant
Reporting to:	Aquatic Program Manager
Department:	Aquatics
Location:	St Lucia

Purpose of the Position

The Aquatic Program Assistant is responsible for assisting the Aquatic Program Manager in administration and coordination of the Aquatic programs. The role aims to create an environment that will maximise participation and provide excellent customer service.

Key Responsibilities

- Assist the Program Manager with rostering of Learn to Swim and Squad Programs staff and to ensure accurate and timely roster completion.
- Timely respond to program-related emails and enquiries
- Process and manage forms associated with program participation, ensuring completeness and accuracy.
- Assist in coordinating the booking and scheduling of private lessons for participants with designated instructors.
- Facilitate effective communication between instructors and program stakeholders.
- Ensure positive and proactive communication with parents, providing timely information and addressing inquiries related to schedules and program details.
- Initiate phone calls to follow up on outstanding matters such as missing information, forms, or other program-related issues.
- Monitor and follow up on outstanding squad membership issues and address any discrepancies or missing information.
- Perform regular cross-checks with the Phoenix system to validate program attendance records and other relevant data.
- Share feedback and insights to contribute to the enhancement of program operations.
- Collection, review and analysis of participation statistics in programs and contribute to initiatives to increase participation.
- Assist with coordinating classes and instructor/coaches schedules as per the timetables and bookings.
- Provide administrative assistance to the Aquatic Program Manager to ensure compliance, alignment with industry best practices and excellence in customer service.
- Liaising with key stakeholders to aid the coordination and delivery of successful programs.

Essential Experience and Skills

- Minimum one year experience working in aquatics programs or similar administrative position
- Demonstrated commitment to customer service excellence
- Proven high level administrative and organisational skills
- Demonstrated proficiency in use of computer systems, including MS Office
- Demonstrated ability to lead and contribute to a team
- Well-developed inter-personal skills
- Excellent written and verbal communication skills

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.