

## Position Description

<b>Job title:</b>	<b>Deck Supervisor</b>
<b>Reporting to:</b>	<b>Programs Manager - Aquatics</b>
<b>Department:</b>	<b>Aquatics</b>
<b>Location:</b>	<b>St Lucia</b>

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### Purpose of the Position

The Deck Supervisor acts as a liaison between Learn to Swim instructors, parents and swimmers ensuring quality control of the Learn to Swim program.

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### Key Responsibilities

- Overseeing the delivery of Learn to Swim classes to ensure program effectiveness and safety
- Maintaining a high level of customer service and assisting with class retention through gathering feedback from parents, addressing complaints, and providing updates on the progress of swimmers
- Supporting Learn to Swim instructors in delivering high quality programs including assisting with program set up, observing the Learn to Swim classes and swimmers, providing assessments and offering recommendations on improvement of the program
- Mentoring and training Learn to Swim instructors to ensure adherence to industry best practises and observance of the AUSTSWIM and Swim Australia Teacher Code of Behaviour, and identifying areas where instructors require additional support or training
- Undertaking basic administration duties including responding to email queries, preparing progress reports and certificates and other duties as requested
- Undertake teaching activities when required for operational purposes
- Available for work in the evenings and weekends.

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### Essential Qualifications & Credentials

- AUSTSWIM Teacher of Swimming and Water Safety certificate or equivalent
- Second recognised instructing qualification
- First Aid and CPR certificates
- Blue Card

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### Essential Experience and Skills

- A minimum 12 months' experience in the aquatics industry in a similar role
- Demonstrated commitment to customer service excellence
- Demonstrated personal initiative and ability to work autonomously
- Proven high level of both written and verbal communication skills
- Proficiency in PC applications (Microsoft Suite)
- Proven high level planning and organisational skills



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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

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## 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