CITY VENUE MANAGEMENT

POSITION DESCRIPTION

Position Title:

Assistant Swim School Manager

Position Classification:

Level 6

OUR PURPOSE

CREATE EXPERIENCES THAT DELIGHT AND ENGAGE.

At City Venue Management (CVM), every person plays an important role in creating experiences that delight and engage. Our truths are unique to us, they shape how we behave and underpin our purpose. As an employee of CVM you are expected to model behaviour aligned with our truths:

FUN AND ENERGY ARE CONRAGIOUS

Positivity feeds positivity, smiles provoke smiles

People are drawn to environments that are challenging yet enjoyable

Don't wait for others to infect you. "BE THE SOURCE"

NEW KNOWLEDGE DRIVES PROGRESSION

We grow by seeking internally and externally

Education, experience, observing, practicingDon't wait for others to

Seek to understand "BE CURIOUS"

COLLABORATION ENABLES CREATIVITY

Diverse teams working toward common goals develop unique solutions

Respectful, passionate disagreement and refined ideas lead to innovation

Integrated teams leverage "COLLECTIVE GENIUS"

SIMPLICITY ALLOWS AGILITY

It's simple to make things complex and complex to make them simple

Strive to find practical solutions to challenging problems

Big organisations can be fast, "FLEXIBILITY CREATES FREEDOM"

MATURITY IS NOT AN AGE

Empowered to do what you like, maturity is to do what is right

Resilience, compassionate, dependable, courageous

The ongoing commitment to remain consistent "EMBRACE OWNERSHIP"

POSITION PURPOSE

The Assistant Swim School Manager supports the Swim School Manager in the day-to-day operations, program delivery, and team coordination of the swim school. This role combines in-water teaching across all levels with leadership responsibilities, ensuring a safe, welcoming, and high-quality learn-to-swim experience for all participants and their families.

Working closely with the Swim School Manager and Facility Manager, the Assistant Swim School Manager plays a key role in team development, customer engagement, and the smooth running of the swim school program. The role requires confidence in the water, particularly with infants and early learners, and the ability to step into the lead role when required.

This position is accountable for supporting consistent program standards, maintaining strong family relationships, and contributing to a positive and high-performing team culture aligned with CVM's purpose of creating experiences that delight and engage.

RELATIONSHIPS

Reports to: Swim School Manager

Staff responsibility: Swim Instructors (indirect supervision)

Key internal relationships:

- Swim School Manager
- Facility Manager
- Swim Instructors

Key external relationships:

- Swim school families and participants
- Prospective customers and community members

KEY RESPONSIBILITIES

Teaching and Program Delivery

- Deliver engaging, high-quality swim lessons across all levels, with a strong focus on infants and young children
- Model best-practice teaching techniques and maintain consistency with the Rackley Swimming program framework
- Support student assessments based on age and skill level, ensuring accurate class placement and progression
- Support quarterly instructor training and provide on-deck coaching to swim teachers

Operations

- Support the day-to-day operations of the swim school, ensuring smooth and consistent program delivery
- Assist with coordination of class schedules using the visual scheduler
- Maintain a safe, positive, and well-organised pool deck environment
- Step confidently into the Swim School Manager role when required, ensuring continuity of service
- Support pool deck operations and assist with equipment and resource management

Customer Service

- Build strong relationships with families, providing exceptional customer service and support
- Manage class bookings, enrolments, waitlists, cancellations, and account enquiries
- Communicate effectively with parents and guardians regarding lessons, student progress, policy updates, and program changes
- Respond professionally to customer feedback and escalate issues where appropriate
- Assist with promotional activities, events, and customer retention initiatives

People Management

- Assist with staff coordination, including rosters, shift coverage, and team communication
- Support onboarding, training, and mentoring of swim teachers
- Support the Swim School Manager in coordinating instructor cover where required.
- Support, guide, and motivate the swim school team to deliver a positive experience for all customers

Administration

- Assist with enrolments, class changes, and general administration tasks
- Process payments and assist with account enquiries
- Maintain a clean, organised, and welcoming reception and customer service area
- Ensure accurate records are maintained for attendance, assessments, and compliance documentation

General

- Complete other ad-hoc duties as requested
- Partake in training sessions and meetings as requested
- Comply with operating contract, company standards, policies and procedures and relevant laws and codes of practice
- Ensure compliance with organisational policies, child safety requirements, and privacy obligations

QUALIFICATIONS

Required:

- Paid Blue Card (Working with Children Check)
- Swim Teaching and Water Safety Certificate
- First Aid and CPR
- Pool Lifeguard Certificate

Desirable:

- Babies and Toddlers Course
- Access and Inclusion Course
- Previous supervisory or 2IC experience in a swim school or aquatic environment

KEY SKILLS AND EXPERIENCE

- Confident and experienced swim teacher across all levels, with particular strength in infant and early learner programs
- Demonstrated ability to support, guide, and motivate a team in a fast-paced environment
- Strong verbal communication skills with both team members and families
- Reliable, proactive, and able to take initiative and ownership of tasks
- Organised, adaptable, and solutions-focused, with the ability to manage competing priorities
- A genuine passion for working with children and supporting their learn-to-swim journey
- Experience with class scheduling, enrolment management, or swim school administration
- Understanding of and commitment to child safety obligations and best practice
- Availability to work weekends and as required to meet operational needs

ALIGNMENT TO OUR 5 TRUTHS

Fun and Energy Are Contagious: You bring positive energy to every lesson and interaction, creating a fun and welcoming environment for children, families, and the team. You lead by example and set the tone on the pool deck.

New Knowledge Drives Progression: You actively seek opportunities to develop your teaching and leadership skills. You stay current with best-practice techniques and support the professional growth of swim teachers around you.

Collaboration Enables Creativity: You work closely with the Swim School Manager, Facility Manager, and instructors to solve problems, share ideas, and continuously improve the swim school experience.

Simplicity Allows Agility: You find practical, straightforward solutions to day-to-day challenges. You keep things running smoothly and adapt quickly when circumstances change.

Maturity Is Not An Age: You take ownership of your responsibilities, act with integrity, and hold yourself and others to a high standard. You are dependable, courageous, and consistent in how you show up each day.

LEGAL REQUIREMENTS

QLD Child Protection Act

It is an offence under the QLD Child Protection Act 1999 for a person convicted of a serious offence to apply for or perform this position. The QLD Child Protection Act 1999 requires the following to be completed:

- Any person in this position must hold and maintain a current Positive Notice and Blue Card from the Commission for Children & Young People & Child Guardian.

Duties under WH&S Act

Under the Work Health & Safety Act 2011 an employee, whilst at work, must:

- Take reasonable care for his or her own health and safety.

- Take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons.
- Comply, so far as the employee is reasonably able, with any reasonable instruction given by the person conducting the business to allow that person to comply with this Act.
- Co-operate with any reasonable policy or procedure of the person conducting the business relating to health or safety at the workplace that has been notified to employees.

ACKNOWLEDGEMENT

By accepting this position, I acknowledge that I have read and understand the expectations of this role as outlined in this position description.

I understand that I am required to comply with all City Venue Management policies and procedures, and that these form part of my employment obligations.

I confirm that I will act in accordance with these requirements at all times.