CVM

CITY VENUE MANAGEMENT

POSITION DESCRIPTION

Position Title:

SWIM SCHOOL MANAGER

Position Classification:

LEVEL 7, FITNESS INDUSTRY AWARD

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 Swim School Manager is responsible for the leadership, performance and day to day operations of the swim school program within the facility. This role drives participation growth, program quality, customer experience and financial performance, while ensuring alignment with City Venue Management's standards and strategic direction. The Swim School Manager works in partnership with the Facility Manager, with clear accountability for swim school operations.

Relationships:

Reports to: Facility Manager

Staff responsibility: Swim Teachers, Pool Deck Team Leaders

Key internal relationships:

- Facility Manager
- General Manager - Product & Curriculum Rackley Swimming
- Director of Swim School
- Site Support
- Centre team members

Key external relationships:

- Swim school customers
- Schools
- Learn to swim partners
- Local community groups
- Suppliers

Key areas of Responsibility:

Swim School Operations and Growth:

- Lead the delivery of all swim school programs, ensuring consistent quality and alignment with CVM standards
- Drive participation growth through retention, enrolments and waitlist conversion strategies
- Identify and implement initiatives to improve program performance and customer engagement

- Oversee timetabling, class structures and class allocation to maximise capacity and efficiency
- Monitor program performance and take action to improve outcomes where required

Customer Experience:

- Ensure a high quality, consistent customer experience across all swim school interactions
- Manage escalated customer enquiries and complaints relating to swim school
- Maintain strong communication with families regarding progress, program information and expectations
- Embed a culture of service excellence across the swim school team

Financial Performance:

- Manage swim school revenue performance in line with budget expectations
- Monitor enrolments, attendance, retention and yield metrics
- Support the development of swim school budgets in conjunction with the Facility Manager and General Managers
- Identify opportunities to improve revenue and program efficiency
- Ensure all swim school income processes are followed accurately

Team Leadership and Development:

- Lead, coach and develop swim school team members to ensure high performance and engagement
- Oversee recruitment, onboarding, training and ongoing development of swim school team members
- Manage performance standards and address performance issues when required
- Build a positive, accountable, and team focused culture within the swim school

Operational Delivery:

- Ensure all swim school programs are delivered safely, consistently and in line with curriculum standards
- Oversee rostering of swim teachers in line with demand, availability and budget
- Ensure appropriate coverage of classes and maintain continuity of service
- Support the delivery of in water classes or supervision when required
- Work with the Facility Manager to ensure pool space allocation supports swim school needs

Compliance and Safety:

- Ensure all swim school operations comply with CVM policies, procedures and relevant legislation
- Maintain accurate records relating to student progression, attendance and staff compliance
- Ensure all swim teachers maintain required qualifications and currency

- Actively contribute to a strong safety culture across all swim school activities
- Report hazards, incidents and risks in line with WHS requirements

Reporting and Administration:

- Maintain accurate swim school reporting, including enrolments, attendance, revenue and staffing
- Provide regular performance updates to the Facility Manager
- Ensure all administrative processes are completed accurately and within required timeframes

Extent of Authority:

The Swim School Manager has the authority to manage the day to day operations of the swim school and make decisions required to achieve agreed performance outcomes, provided that:

- Decisions are consistent with CVM contract requirements, policies and procedures and any applicable legislation.
- Expenditure not included in the approved budget receives prior written approval from the Facility Manager or General Manager in line with delegation.
- Where swim school performance is not meeting budget, any further budgeted expenditure requires written approval from the General Manager until performance is back on track.
- Where savings are made, these are not reallocated or spent without written approval from the General Manager of Swim School.
- Where increased income is generated, this is not redistributed or spent without written approval from the General Manager.
- Any changes to swim school programs, structure, or delivery model require approval from the General Manager.

Qualifications

- Blue Card
- CPR
- First Aid
- Swim Teacher Qualification
- Pool Lifeguard Certificate
- Pool Plant Operator Certificate (preferred)
- Business, Sports Management or related qualification is highly regarded

Key Competencies

- Leadership: The ability to lead, manage and engage team members while fostering a positive, accountable and high performing team culture.
- Collaboration & Communication: Comprehensive interpersonal and diplomacy skills to effectively manage interactions with a broad range of internal and external stakeholders.
- Administration: Demonstrated planning, prioritisation and organisation skills, with strong attention to operational detail and reporting accuracy.
- Technical knowledge: Have the IT know how to adapt quickly to software systems for operational, communication, reporting and program management purposes.
- Time management: Ability to use time efficiently in a fast paced environment with conflicting priorities, in order to reach productive outcomes within appropriate timelines.
- Relationship building: Ability to develop and maintain valuable relationships with internal and external stakeholders through active listening, expectation management, empathy and professional communication.
- Multitasking: Ability to switch focus between competing operational, team and customer priorities with efficiency that allows tasks to be completed and goals to be met successfully.
- Customer focus: Commitment to delivering a high quality customer experience and building strong relationships with families and participants.
- Commercial awareness: Ability to understand program performance, identify opportunities for growth and contribute to strong financial outcomes.
- Analytical thinking: Strong analytical skills with the ability to interpret information, identify trends and turn insight into action.
- Prior industry experience is preferred.
- Knowledge of the local area is preferred.
- Practised in the management of team members.
- Extensive experience in customer facing roles.

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:

A. Take reasonable care for his or her own health and safety; and
B. Take reasonable care that his or her acts or omissions do not adversely affect the health and Comply, so far as the employee is reasonably able, with any reasonable instruction that is
C. given by the person conducting the business to allow the person to comply with this Act; and safety or other persons; and
D. 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.