Role Description
Casual Aquatics Programs Instructor

Cluster	Planning and Environment
Agency	Department of Planning & Environment
Division/Branch/Unit	Sydney Olympic Park Authority
Role number	N/A
Classification/Grade/Band	Level B, SOPA Managed Sports Venues Award
ANZSCO Code	452323
PCAT Code	1119192
Date of Approval	September 2023 (updated from September 2015)
Agency Website	www.sopa.nsw.gov.au

Agency Overview

Sydney Olympic Park is Wangal Country and is located between Greater Sydney's two largest employment centres – the Sydney CBD and Parramatta CBD. It is a mix of land uses that include parklands and nature reserves, environmental conservation, public recreation, sports and events, residential and business uses. By 2030, Sydney Olympic Park will be connected by a station on the Sydney Metro West line 1 and is also part of Parramatta Light Rail Stage 2. This new connectivity created through major infrastructure investment signals a shift in the future role of Sydney Olympic Park.

Sydney Olympic Park Authority are custodians of the Park – being a precinct place manager, as well as a strategic master planner, and development consent authority.

The Authority is established under the Sydney Olympic Park Authority Act 2001 and is part of the NSW Department of Planning & Environment. As well as working closely with the Department, the Authority also needs to regularly engage with other government entities and the surrounding local government areas to achieve the future vision for the precinct.

Primary Purpose of the Role

This role is responsible for professionally conducting Aquatics Programs: Learn to Swim Lessons, Coaching Squads, Schools, Birthday Parties and Holiday Programs at Sydney Olympic Park Aquatic Centre to ensure the provision of exceptionally high standard of programs for the benefit of all users of the Centre.

Key Accountabilities

- Provide instruction for the following Aquatics Programs; Learn to Swim Lessons, Coaching Squads, Schools, Birthday Parties and Holiday Programs to meet the defined needs of the participants.
- Act as a member of the Aquatic Programs team and assist in advising matters to do with swimming instruction/swim coaching and other appropriate matters.
- Efficient and effective implementation of the programs and policies of the Centre and to ensure the resources are most effectively deployed.

- Assist the Aquatics Programs Manager, Aquatics Swim School Coordinator, Aquatics Programs Coordinator and Head Coach in ensuring awareness of all educational programs provided and to promote them in a positive manner.
- Maintenance of equipment, cleanliness of the storage area and setting up and putting away of all equipment required for lessons.
- Implement the Centre's guidelines on safely procedures and operations to ensure a genuine concern for users safety.
- Compliance with administration and organisational policies and procedures and legislative requirements.

Key Challenges

- Teaching/coaching a level/squad group with varying swimming ability and limited lane space
- Ensuring that information and notification regarding aquatic programs is circulated to all participants within required timeframes
- Maintaining positive external and internal relationships on behalf of the Aquatic Centre and use interpersonal skills to foster excellent customer service and ensuring the programs are conducted efficiently and on schedule in order to meet to needs of clients.

Key Relationships

Who	Why
Internal	
Manager	- Escalate issues, keep informed, advise and receive instructions - Provide updates on participants of the program or assisting with administration support.
Team	- Assist with the administration of the Aquatics Programs and provide updates on participants - Work with the Head Coach in programming of the squad program and provide updates on squad participants - Work with the Team relating to lane allocation and pool set.
External	
General Public / Program Participants	Instructing Swimmers in our Swimming and Water Safety Program as well as our non competitive squad program and communicating to parents
Sporting Organisations (International, National, State and local), School, tertiary organisation, Private and commercial organisations	Assist with delivery as directed by Supervisor / Coordinator.

Role Dimensions

Decision making

This role will be required to use a level of judgement in the following:
- Routine day to day decisions
- Ensuring the safety of all participants
- Resolve any issues on shift
- Matters of a more complex nature are referred to Aquatics Programs Manager/ Aquatics Swim School Coordinator/ Aquatics Programs Coordinator or Head Coach

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- Decision making is made in accordance with the Centre's Conditions of Entry and existing policies and procedures.

Manager

Nil

Nil

Key knowledge and experience
- Strong communication skills when dealing with children and parents
- Demonstrated knowledge and ability to pre-plan and develop lesson structures.
- Exhibiting the highest standards of program delivery in areas of swimming instruction / swim coaching/supervision of children and customer service.

Essential requirements
- Current CPR/Resuscitation Certificate
- A Working with Children Check (WWCC) is an essential requirement for this role. The role has been identified as requiring a check in keeping with the Child Protection (Working With Children) Act 2012.
- Austswim Teacher of Swimming & Water Safety or Royal Lifesaving Swim Licence.

The NSW public sector capability framework describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into focus capabilities and complementary capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

Focus capabilities

Capability group/sets	Capability name	Behavioural indicators	Level
Personal Attributes	**Value Diversity and Inclusion** Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	• Acknowledge and respect diverse cultures, backgrounds, experiences, perspectives, values and beliefs • Seek and understand the contributions and perspectives of others • Be aware of own personal values and biases that may affect others • Contribute to a supportive and safe working environment	Foundational
Relationships	**Communicate Effectively** Communicate clearly, actively listen to others, and respond with understanding and respect	• Speak at the right pace and volume for diverse audiences • Allow others time to speak • Listen and ask questions to check understanding • Explain things clearly using inclusive language • Be aware of own body language and facial expressions • Write in a way that is logical and easy to follow • Use various communication channels to obtain and share information	Foundational
Relationships	**Commit to Customer Service** Provide customer-focused services in line with public sector and organisational objectives	• Recognise the importance of customer service and understanding customer needs • Help customers understand the services that are available • Take responsibility for delivering services that meet customer requirements • Keep customers informed of progress and seek feedback to ensure their needs are met • Show respect, courtesy and fairness when interacting with customers • Recognise that customer service involves both external and internal customers	Foundational
Results	**Demonstrate Accountability** Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	• Take responsibility for own actions • Be aware of delegations and act within authority levels • Be aware of team goals and their impact on work tasks • Follow safe work practices and take reasonable care of own and others' health and safety • Escalate issues when these are identified • Follow government and organisational record-keeping requirements	Foundational

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	Project Management	• Understand project goals, steps to be undertaken and expected outcomes	Foundational
Business Enablers	Understand and apply effective planning, coordination and control methods	• Plan and deliver tasks in line with agreed project milestones and timeframes	
		• Check progress against agreed milestones and timeframes, and seek help to overcome barriers	
		• Participate in planning and provide feedback on progress and potential improvements to project processes	

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

Capability group/sets	Capability name	Description	Level
Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Foundational
Personal Attributes	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Foundational
Personal Attributes	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Foundational
Relationships	Work Collaboratively	Collaborate with others and value their contribution	Foundational
Relationships	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Foundational
Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Foundational
Results	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Foundational
Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational

	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Foundational
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational