



Te Kaunihera o
Te Awa Kairangi ki Uta
Upper Hutt City Council

Position Description

Position:	Team Leader Programmes
Group:	Community Services
Business Unit:	Recreation Services
Responsible to:	Recreation Services Manager
Direct reports:	Senior Programmes Coordinator Aquatics, Hydro Instructors, Aquatic Programmes Instructors, Senior Programmes Coordinator Dry, Holiday Programme Supervisor, Play Coordinators, Programmes Instructors, Holiday Programme Assistant Supervisors, Pedal Ready Instructors

OUR PURPOSE:

WE'RE ONE TEAM // We work together to enhance the quality of life in Upper Hutt by providing leadership, support, and services to our community.

OUR VALUES:

WE'RE APPROACHABLE // We are respectful, honest and open with each other and our community.

PEOPLE MATTER // We operate with integrity, respecting diversity and each other's needs.

WE'RE COURAGEOUS // We're ambitious, speak up, and are accountable.

WE'RE ONE TEAM // We cooperate and engage with each other, share the workload, and recognise a job well done.

WE HAVE FUN // We embrace each day and take on each challenge with positivity and enthusiasm.

OUR GUIDING PRINCIPLES:

WE KEEP IT REAL // We are transparent, honest, and fair, and do what we say.

WE 'CAN DO' // We are proactive, creative, resourceful, and responsive.

WE WORK TOGETHER // We collaborate, communicate, and take pride in who we are and what we do.

WE ARE PEOPLE MINDED // We serve our community, customers, and each other, respecting diversity and culture.

POSITION SUMMARY:

This position will be responsible for the management, operation, ongoing co-ordination and growth of the various aquatic and dry programmes undertaken by H₂O Xtream including, but not limited to (Learn to Swim, School Aquatic Programmes, Flippaball, Hydrorobics, Aquatic programmes, Floor Ball, Holiday Programme, Play).

This position will assume responsibility for the oversight and upskilling of the aquatic educators, the review of existing and development of new aquatic and dry programmes at H₂O Xstream and offered through Recreation Services. This position will also work closely with the Team Leader Customer Service and Engagement, Team Leader Operations and the Senior Programmes Coordinator Aquatics and Senior Programmes Coordinator Dry for the promotion and marketing of all programmes delivered by the team.

CORPORATE ACCOUNTABILITIES AND RESPONSIBILITIES:

1. Policies and Procedures.

- Comply with Council's Code of Conduct and Staff Manual including its policies and procedures at all times
- Ensure the implementation and compliance with Council's Code of Conduct and Policies and Procedures, within all areas of responsibility.

2. Customer and Community Relations:

- Present a positive image of Council at all times
- Ensure an efficient, courteous and professional service to customers at all times
- Promote a culture of understanding and exceeding customer expectations
- Positive relationships with internal and external stakeholders and suppliers are developed and maintained
- Ensure effective community consultation and communication strategies are implemented for service delivery and projects where appropriate

3. Information Management

- Champion high quality information management within your team and ensure that business documents and information managed by your team are made accessible for staff to use.
- Support and foster a culture that promotes good information management practices and ensure this is considered when designing systems and services.
- Ensure information management is integrated into your team's work processes, systems and services in line with our Information Management strategy, relevant policies and best practice.
- Champion and lead by example the use of our approved Electronic Document and Records Management System (SHED) within your team.

4. Continuous improvement and innovation

- Ensure the on-going evaluation and review of work practices and processes within all areas of responsibility to ensure that they are effective and efficient and implement improvements where appropriate
- Promote a culture of change and innovation by encouraging new ideas
- Identify and propose additional business or service opportunities that enhance Council's existing capabilities.

5. Health and safety

- Monitor work practices to ensure all work is performed in accordance with requirements of Health and Safety policies, procedures and legislation and respond to identified risks in a timely manner
- Ensure that the system for the reporting and dealing with all incidents, hazards and risks within the facility is followed by all staff
- Ensure that all staff are properly trained in all relevant aspects of health and safety applicable to their role
- Ensure that contractors meet all requirements for Health and Safety and monitor for on-going compliance.

6. Teamwork

- Promote and maintain harmonious relationships in the workplace
- Ensure that all conflicts are managed properly and in a timely manner, with minimal disruption to Council activities

- Promote a culture that encourages and values the contribution of all staff to the achievement of Council's objectives.

7. Training and development

- Undertake both internal and external training identified as relevant to the role
- Ensure the delivery of relevant training for staff within all areas of responsibility is identified and delivered within budget.
- A staff training plan being in place by 30th September each year
- All training requests meeting the criteria as specified in the annual training plan are approved prior.

8. Leadership and Management.

- Direct reports are coached or developed to ensure expected performance targets are achieved
- Ensure adequate staff communication and performance monitoring practices are in place
- Formal and informal staff performance feedback processes being in place and followed
- Annual performance reviews of all staff are completed as per set out procedures
- Ensure Council Code of Conduct policies and processes are applied consistently and fairly with all employees and inappropriate behaviour is dealt with professionally and effectively.

9. Participate in Council's civil defence emergency response

- Participation in relevant emergency response training and duties as requested by the Chief Executive

10. Perform other duties as may be directed from time to time

- All duties must be carried out to the prescribed timeframes, systems, quality and standards and to the satisfaction of the Group Manager/Chief Executive.

SPECIFIC RESPONSIBILITIES AND PERFORMANCE MEASURES:

Bold text = responsibility

Bullet Point = associated performance measure(s)

1. Aquatic and Dry Programmes

- Develop and manage quality, customer focussed aquatic and dry programmes aimed at increasing participation in all levels and for all sectors of the community, such as, but not limited to, Swim School, Flippaball, Hydrorobics, Toddler Time, Floorball and Holiday Programme
 - Advise and develop pathways in aquatic education at all levels and for all sectors of the community
 - Prepare quality reports on programmes and projects to deadlines
 - Liaise regularly with the Recreation Services Manager to help plan and implement any initiatives or new programmes
- Ensure Annual Plan targets and Community Outcomes are met
- Set and monitor budgets and ensure programmes delivered within budget and achieve or exceed budgeted income targets
- Achieve all key performance indicators
- Review all aquatic and dry programmes annually (or more frequently if deemed necessary) and make changes as appropriate
- Complete projects and programmes to meet targets and deadlines
- Ensure regular communication with customers.
- Liaise with Team leader Customer Service and Engagement to promote aquatic and dry programmes within the Upper Hutt community and wider where appropriate.

2. Management of Aquatics and Dry Programmes staff

- Recruitment and selection of all aquatic and dry programme staff in consultation with Recreation Services Manager
- Provide ongoing training and professional development opportunities for staff
- Manage the day to day needs of the Programmes team
- Carry out performance management of staff in line with Upper Hutt City Council policies and procedures
- High team morale maintained.
- Manage the Senior Coordinators, Aquatics and Dry, to ensure clear work plans are in place ensuring the continued development of the programmes.

- Provide ongoing Swim Instructor coaching and courses to ensure instructors are qualified.

3. Facilitate quality customer focused aquatic and dry programmes

- Facilitate quality customer focused aquatic and dry programmes in a manner which achieves the objectives agreed upon with the Recreation Services Manager
- Ensure aquatic staff have prepared lessons with plans that are in accordance with criteria outlined by H₂O Xtream
- Ensure the instructors and coaches provide student evaluation forms
- Ensure staff availability for all scheduled classes both weekdays and weekends
- Act as a relief instructor when needed and ensure adherence to Swim Instructor standards at all times
- Ensure staff cover for lessons is provided in cases of exceptional circumstances such as illness.
- Ensure that evaluations are given to customers each term.

4. Public relations

- Develop and implement in conjunction with the Recreation Services Manager and Team Leader Customer Service and Engagement a comprehensive communications plan to promote and market all programmes delivered by Recreation Services
- Interact with all visitors to the facility and provide a friendly atmosphere encouraging visitors to want to return.
- Maintain a clean and tidy appearance at all times. Uniforms must be worn and maintained at the standard set by the Recreation Services uniform policy.
- Respond, at all times, in a pleasant, helpful and timely manner to customers, co-workers, contractors and other business associates to ensure quality of service and maintenance of a professional image
- All complaints or requests for service are reported to the Recreation Services Manager immediately and are responded to within two working days of the registering of the request
- Immediate action is taken to remedy the situation where the complaint affects public safety and is reported to the Recreation Services Manager immediately.

5. Recreation Services Team member

- Contribute to the development and vision of H₂O Xtream and Live the brand!
- Act in a leadership role within the Recreation Services staff structure
- Meet and liaise regularly with the Team Leader Customer Service and Engagement, Programmes Team and Team Leader Operations.
- Manage the on-going “one team” culture and availability of Programme staff for other duties
- Participation in Unit and Team meetings.

PERSON SPECIFICATION:

Personal Attributes:

- Respectful, honest and open.
- Operates with integrity, respecting diversity and other’s needs.
- Ambitious, takes on challenges with positivity and enthusiasm.
- Takes accountability for own actions.

- Cooperative and engages with others, share the workload.
- Is an effective team player.
- Be able to recruit, train, assess and manage staff
- Possess the skills and knowledge to manage quality aquatic and dry programmes
- Have exceptional organisational skills and the flexibility to work varied hours as required
- Have the skills necessary to contribute to a positive team environment and to the vision of the H₂O Xtream and Recreation Services team
- Possess exceptional customer service skills and a high level of professionalism.

Qualifications/Technical Knowledge and Skills

- Computer skills – Microsoft Office.
- Have appropriate swim teaching qualifications and experience
- Hold a current comprehensive First Aid Certificate and have an understanding of lifesaving methods including resuscitation.
- Possess exceptional computer and administration skills, the ability to maintain and prepare statistical and financial reports and be capable of preparing and managing budgets
- Have police clearance

From time to time it may be necessary to consider changes in the job description in response to the changing nature of our work environment – including technological requirement or statutory changes. Such change may be initiated as necessary by the manager of this position. This Job Description may be reviewed as part of the preparation for performance planning for the annual performance cycle.

Signed:

Group Manager/ Manager

Date

Employee

Date