



## POSITION DESCRIPTION

<b>Position:</b>	Aquatics Operations Coordinator
<b>Department:</b>	Aquatics
<b>Reports to:</b>	Aquatic Centre Manager
<b>Commencement:</b>	Immediate start or January 2023
<b>Schedule:</b>	FTE1.0, Ongoing
<b>Remuneration:</b>	\$80,000 - \$90,000
<b>PD Updated:</b>	November 2022

Ruyton Girls' School is a forward-thinking independent K – 12 school with a long tradition of academic success and co-curricular achievement. Our focus is on preparing girls for a lifetime of learning, leadership and engagement in our global community. We are committed to child safety and have zero tolerance of child abuse.

## POSITION SUMMARY

The Aquatic Centre provides aquatic education to Ruyton students and includes a successful community swim school.

The Aquatics Operations Coordinator is responsible for performing a variety of administrative duties, supporting the Aquatic Centre's students, families and staff and assisting the Aquatics Centre Manager with safety and compliance requirements. As the first point of contact for visitors and enquiries, we are looking for a customer service champion to compliment and support our aquatics program.

### Hours of work:

This will be negotiated with the Aquatic Centre Manager and Director of Business.

- Monday – Friday 8.00am – 4.00pm OR
- Monday – Friday 10.30am – 6.30pm

## RESPONSIBILITIES AND DUTIES

Ruyton has a responsive organisational culture and, as such, this role may be altered to adapt to the evolving needs of the School. The responsibilities of the Aquatic Operations Coordinator may include but are not limited to:

### Reception & Customer Service

- Greeting visitors to the Aquatic Centre, ensuring they are signed in and directing them as required
- Answering incoming calls and responding to general queries from students/families and prospective students
- Ensuring a warm, friendly, and professional manner, and the very highest level of customer service
- Monitoring and appropriately responding to messages on the answering machine

### Administration

- Recording changes to class lists/bookings
- Recording student absentees and make-up lessons
- Maintaining student records and movement through the different levels
- Processing fee payments

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12 Selbourne Road Kew 3101  
Victoria Australia

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[www.ruyton.vic.edu.au](http://www.ruyton.vic.edu.au)

ABN 86 004 162 261  
CRICOS 00336J

- General administrative duties as required

### **Safety and Compliance**

- Assisting the Aquatics Centre Manager to ensure health and safety standards are maintained
- Assisting the Aquatics Centre Manager in the identification, development and enforcement of appropriate safety procedures
- Assisting the Aquatics Centre Manager in ensuring staff are aware of health and safety policies and procedures
- Actively identifying and managing any safety risks and hazards to protect staff, swimmers, and visitors, and take all practicable measures to ensure swimmer safety
- Actively identifying any other compliance risks to ensure the Aquatics Centre is compliant with relevant regulations
- Understanding and adhering to Ruyton's Child Safety policies and procedures

### **KEY WORKING RELATIONSHIPS**

- Members of the Aquatic Centre Team
- Aquatic Centre Manager
- Director of Business
- Responsible to Principal.

### **QUALIFICATIONS, SKILLS AND EXPERIENCE**

#### **Essential Criteria**

- Previous experience in customer service, administration, or front desk reception
- A passion for children's swimming development
- Excellent customer service skills – ability to understand our customers' needs and demonstrate empathy
- A calm, friendly and professional manner
- Well-developed data-input skills
- Excellent communication skills, both written and verbal
- Strong administrative skills
- Ability to juggle a variety of tasks and competing priorities and work in a busy environment
- Excellent attention to detail
- Strong technical skills
- Able to work both independently and collaboratively
- Able to aid and assist all members of the Ruyton community in a friendly, helpful, and timely manner
- Discretion, reliability, and confidentiality.

#### **Desirable Criteria**

- Experience in an Aquatic environment an advantage but not essential
- Understanding of OHS/compliance in an aquatics environment an advantage but not essential
- Knowledge of the Swim Biz program an advantage but not essential

## **Qualifications and Training**

- Pool Operator certificate
- Teacher of Swimming and Water Safety
- Teacher of Infants and Preschool Aquatics
- Teacher of Towards Competitive Strokes
- Lifeguard certificate
- Working with Children
- Hold and maintain Apply First Aid HLTAID011 (or an equivalent qualification) and Anaphylaxis Training
- Child Safety Training, including Mandatory Reporting provided by the School with our provider CompliSpace

## **Personal Qualities**

- Well organised and flexible
- Possess and encourage a growth mindset
- Patient, compassionate and relationship-oriented
- Strong communication and time management skills
- Ability to work well with others and to demonstrate initiative
- Enthusiastic and conscientious
- Committed to continual personal and professional growth
- Professional presentation and manner
- Balanced approach to life
- Ability to maintain confidentiality

## **EXPECTATIONS OF STAFF**

Ruyton staff members are expected to maintain professional and responsible attitudes, and to communicate respectfully and effectively.

- Treat each other with courtesy and respect
- Respect the right of each person to learn/work without disruption
- Accept responsibility for their own progress and development
- Accept responsibility for maintaining safe, clean, and pleasant surroundings
- Demonstrate self-respect and uphold Ruyton's reputation through their appearance and actions
- Understand and abide by all child safe principles
- Notify responsible staff promptly of any occupational, health and safety issue/s which compromise the aim of maintaining a safe school environment
- Support the vision, ethos, and culture of the school
- Contribute to and support the strategic directions of the school
- Adhere to the schools policies
- Obey the law.

## TO APPLY

Applications should be emailed to Ms Linda Douglas, Principal, [recruitment@ruyton.vic.edu.au](mailto:recruitment@ruyton.vic.edu.au) by **midday Friday 2 December 2022**. No hard copies please.

Enquiries should be directed to HR, [recruitment@ruyton.vic.edu.au](mailto:recruitment@ruyton.vic.edu.au)

## RUYTON COMMITMENT TO CHILD SAFETY

Ruyton is committed to ensuring a Child Safe environment, in which all our children and young people feel included, empowered, respected, valued, and safe. As part of our ongoing commitment to child safety and wellbeing, we ensure all staff, volunteers and contractors understand and adhere to our Child Safe program, including Child Safe polices and ongoing Child Safe training. Our recruitment processes place people that support and reflect our Child Safe and wellbeing values with the right qualifications and knowledge. Ruyton has a zero tolerance for child abuse, and all allegations and safety concerns will be treated very seriously and consistently within our policies and procedures. Please refer to our school website to read our polices <https://www.ruyton.vic.edu.au/our-school/policies/>.

*This position description summarises the essential responsibilities, activities, qualifications, and skills for this position and may be reviewed or modified by the Principal or their delegate, in response to the strategic direction of the school and the development of skills and knowledge for this position.*

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