

Programs and Services Supervisor – Aquatic

HEP Level 5

POSITION NUMBER	G00713
ORGANISATIONAL UNIT	VU Sport (Sport & Health Division)
POSITION REPORTS TO	Sport Facilities Coordinator – Footscray Park
OVERALL PURPOSE	<p>The overall purpose of the Sport and Programs Supervisor (Aquatic) is to supervise, organise, deliver and administer a portfolio of programs and services for VU Sport, with particular focus on aquatic programs.</p> <p>The incumbent is responsible for safely and professionally providing high quality aquatic programs and services, and assists in the planning, development and promotion of programs and services that cater for the needs of the VU students, staff and community.</p>
ORGANISATIONAL CONTEXT AND RELATIONSHIPS	<p>Within the University the position:</p> <ul style="list-style-type: none"> ◆ Works closely with the Sport Facilities Coordinator-Footscray Park, Manager–Sport Facilities, Manager–Sport Services and VU Sport core-staff team. ◆ In collaboration with the Sport Facilities Coordinator, liaises with all academic colleges and professional departments of the University. <p>External to the University the position:</p> <ul style="list-style-type: none"> ◆ In collaboration with the Sport Facilities Coordinator, liaises with external stakeholders that includes, Government, industry and community. <p>The position supervises:</p> <ul style="list-style-type: none"> ◆ VU Sport staff engaged in; aquatic programs and services (or other focal areas) and the administration and support services associated.
LOCATION/CAMPUS	The position is currently located at the Footscray Park Campus of the University. The position and incumbent may be relocated to other work locations where University business is conducted.

KEY CAPABILITES

Victoria University is committed to building core capability across VU through investment in our staff, our systems, and our processes. We will develop the capabilities of our staff to:

Deliver – Excellence Results-driven, accountability, problem solving focus.

Engage – Customer service mind-set internally, externally, and particularly for students.

Collaborate and Partner – Build successful relationships, communicate effectively, influence and negotiate.

Innovate – Entrepreneurship, growth, continuous improvement, digital transformation.

Lead – Inspire direction, lead change, manage and develop people.

People and Culture use only

OUR ORGANISATION

Victoria University (VU) is a dual sector (higher education and TAFE) tertiary institution based in Melbourne, Australia. VU has academic colleges, each covering a broad discipline of study, and several research institutes and research centres. The University has campuses in Melbourne's CBD and western region, and international student campuses in Sydney, Brisbane and India. It also offers courses at partner institutions throughout Asia. More than 50,000 students, including around 14,000 international students, study VU courses worldwide and in 2026, VU will celebrate its 35th anniversary as a university and mark 110 years as an educational institution.

ORGANISATIONAL UNIT

VU Sport (the Sport and Health Division) is located within the portfolio of the DVC Enterprise and Digital. The Division provides sport, fitness and health facilities and programs for students, alumni, staff and the local community. VU Sport works closely with students, staff and community stakeholders to deliver relevant, high-quality programs and VU Sport collaborates with the Colleges to provide services that complement the education and research offer, facilitate high quality teaching and learning opportunities, and enhanced student outcomes.

MAJOR TASKS AND ACCOUNTABILITIES

In performing the following duties, the incumbent is required uphold the University values and behaviours and to comply with applicable legislative requirements, policy and procedures. The major duties performed are:

- ◆ Supervise, organise, deliver and administer a portfolio of programs and services for VU Sport, with particular focus on aquatic programs, ensuring operational, customer experience and financial goals are achieved.
- ◆ Organise and administer the staff involved in the aquatic programs (or other focus areas), including recruitment, performance management, learning and development, culture, and OHS. This includes rostering and time-cards, ensuring operational demand aligns to budget.
- ◆ Support program, administration and financial management through assisting VU Sport administration staff on request and in the planning and delivery of best practice swim-school, aquatic education, recreation and high-performance programs and services.
- ◆ Champion high quality service culture across the aquatic programs (or other focus areas) through crafting expectation, monitoring service standard, responding to feedback and management of associated equipment.
- ◆ Contribute to development and delivery of programs and services that enhance customer engagement, retention and experience.
- ◆ In collaboration with the Sport Facilities Coordinator liaise with internal and external University stakeholders contributing to maximisation of program participation, and delivery of high-quality service outcomes and customer experience.
- ◆ In collaboration with the Sport Facilities Coordinator, contribute to advertising, marketing and communications initiatives ensuring effective promotion of the aquatic programs (or other focus area), supporting financial performance, engagement, and contributing to VU brand equity.
- ◆ In collaboration with the Manager-Sport Facilities and the Sport Facilities Coordinator contribute to VU Sport operational and strategic plans, annual budget and cyclic reporting on finance and operations including KPI monitoring and associated appropriate action to improve performance when required.
- ◆ In collaboration with the Director-VU Sport, the Manager-Sport Services contribute to programs and services that support the VU Elite Sport and Performer Program.
- ◆ Contribute to development of policy and procedure to support the aquatic programs (or other focus areas) complying with associated regulations and guidelines, and inclusive of staff training.
- ◆ Act as a member of the VU Sport core-staff team. Undertake facility Duty Management shifts and tasks, customer facing and on-call shifts, and contribute to business development initiatives or cross-functional teams as required from time-to-time.

TYPICAL/MAJOR CHALLENGES

- ◆ Requires significant initiative to successfully plan and deliver aquatic (or other focal area) programs with multiple competing objectives, demands and constraints.
- ◆ Relationship judgement in balancing the demand for customer experience and relationship management with appropriate staff supervision and training to ensure service quality.
- ◆ Work independently, prioritising dynamic work demands, seeking direction from the Sport Facilities Coordinator on changes to operation practices and complaint and incident management.
- ◆ Actively monitoring and supervising all programs delivered at all times ensuring programs and services are safely and consistently delivered drawing on well-honed knowledge of policy, regulation and best practice.

LEVEL OF SUPERVISION

- ◆ Operates under broad direction from the Sport Facilities Coordinator and Manager, Sport Facilities.
- ◆ May be required to manage other administrative, project, technical and/or professional staff from time-to-time.

PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

- ◆ Expertise in; developing and delivering aquatics programs, and programs and services of sport and leisure facilities.
- ◆ Experience in the development, coordination and delivery of high impact customer experience environments and the specific requirements of the aquatic industry.
- ◆ Technically proficient with all relevant digital systems and media channels including facility management, point-of-sale/ CRM and financial applications.
- ◆ Familiar with federal and state government legislation and policies related to the tertiary education and the sport, health and fitness sectors, with particular focus on child safety obligations.
- ◆ Broad knowledge of university operations, governance and decision-making processes including, quality assurance policies and procedures and the other relevant legislative requirements.

KEY SELECTION CRITERIA

Essential

1. Knowledge and training equivalent to; 1. a degree with 2 years subsequent relevant experience or, 2. Significant relevant experience and management expertise, or 3. an equivalent combination of relevant experience and education/training.
2. Knowledge of and/or experience in a tertiary education environment and experience in the development and delivery of programs and services for sport, leisure and aquatic programs inclusive of, swimming school and squad administration, customer care, service quality, member engagement and promotion functions.
3. Demonstrated staff, operational and financial/budget management experience in a sport and leisure management or similar organisation. Including demonstrated skill in staff supervision and management, and tactical judgement and decision making.
4. Well-developed verbal, written and interpersonal communication skills and the ability to present, communicate and train effectively within various student, staff and stakeholder environments.
5. Skilled use of all relevant digital systems and media channels including facility management, point-of-sale/ CRM and financial applications.
6. Staff must be willing to gain or hold these certificates; a current Police Check, Australian Swim Teacher License, First Aid, CPR, Pool Lifeguard qualification, Aquatic Technical Operator Certificate and a valid Working with Children Check. Fitness qualifications are advantageous but not essential.
7. Demonstrated capacity to understand and comply with employer policy and practices in all aspects of work and conduct, including OHS and Anti-Discrimination responsibilities and complete/attend relevant training.

ORGANISATIONAL CHART – VU SPORT DIVISION

Note: * Denotes the position

