



POSITION DESCRIPTION

Title	Program Officer
Position Classification:	Local Government (State) Award: Band 2 Level 1
Salary Range:	Grade 16-22
Status:	Full-time
Position reviewed on:	10 February 2026
Position reviewed by:	Coordinator Aquatic Programs
Division:	Open Space and Infrastructure Services
Department:	North Sydney Olympic Pool (NSOP)
Section:	Aquatic Programs
Reports to:	Coordinator Aquatic Programs
Special Conditions	<p>The ability to work weekend, early morning, and afternoon/evening shifts if and or when required.</p> <p>This is a child-related position under the definition of Council's Child Protection Policy and the Child Protection (Prohibited Employment) Act 1998.</p> <p>This position has delegations under the Local Government Act (1993).</p>

1. PURPOSE OF THE POSITION

Plan, lead, and coordinate all aspects of North Sydney Olympic Pool's (NSOP's) peripheral water-based programs, including but not limited to school programs, birthday parties, holiday activities and external bookings. This role also serves an administrative function as required to the Senior Squad Coach and NSOP Swimming Clubs. The Program officer will be accountable for nurturing strong relationships with various internal and external stakeholders, whilst actively pursuing opportunities to contribute to the growth and success of NSOP's aquatic programs.

2. KEY OPERATIONAL RESPONSIBILITIES

2.1 Operational Management

- Oversee the operational success of NSOP's peripheral water-based programs (excluding Learn to Swim and Squad programs).
- Ensure appropriate attendance tracking and statistical records are maintained.
- Assist in program development in consultation with the Coordinator – Aquatic Programs and other key staff to maximise facility usage and meet the needs of various user groups.

2.2 Administrative Tasks

- Lead all administrative tasks for NSOP Swimming Clubs, including but not limited to:
 - Managing member registrations and meet results.
 - Overseeing correspondence with swimming agencies (e.g., MetSEA, Swimming NSW, Swimming Australia, and Royal Life Saving).
 - Serving as the primary contact for all communication with Swimming Club members.
 - Attending and taking minutes for board meetings (if required) and actively participating in sub-committees.
- Ensure all aquatic program equipment is accounted for, maintained in working order, cleaned, and stored correctly.
- Provide appropriately qualified, professional instructors for all sessions, including being able to instruct and/or supervise all program classes as required.
- Collaborate with and assist the Senior Squad Coach with all administrative tasks for NSOP Squads, including but not limited to squad memberships, swim meets and travel arrangements.
- Maintain all essential qualifications and associated professional development requirements.

2.3 Stakeholder Engagement

- Develop and maintain positive, collaborative relationships with external stakeholders such as the Department of Education, local community groups, local schools, and sporting clubs.

2.4 Leadership and Communication

- Provide leadership in all areas of the programs offered including quality programs, compliance, administration, and customer service.
- Manage and lead staff required for programs efficiently, including staff rostering and timely communication across NSOP departments.

2.5 Program Development and Monitoring

- Work closely with the Sales and Marketing Officer to support outreach, promotion, planning, and program growth strategies.
- Maintain, review, and submit all business tracking reports to the Coordinator – Aquatic Programs, including monthly Profit & Loss, Attendance, and Hours reports, as well as other required documentation.
- Assist in the development and review of programs for children, adults, and older adults to maximise facility usage.

2.6 Policy and Procedure Management

- Maintain policies, systems, and standard operating procedures, recommending enhancements to strengthen program controls, including the NSOP management software booking system, WHS, staffing, and child security.
- Ensure compliance with all standards, policies, and legislative requirements while maximising operational efficiencies.
- Foster an environment that encourages transparency, open communication, and constructive feedback.

Other duties

Other duties may be allocated by the manager or supervisor. These will be in accordance with the employee's range of skills, competence, training and/or experience or be part of a training / development plan.

Note: Key tasks include, but are not limited to, those tasks associated with those listed above.

3. KEY CORPORATE RESPONSIBILITIES

3.1 Council's Vision and Core Values

Uphold and promote Council's Vision for making North Sydney a more satisfying place for people. Behave in a manner consistent with Council's Core Values:

- Provision of services to the community through co-operation and understanding.
- Responsive government based on open government and community participation.
- Honesty and integrity in all we do.
- Fairness and equity.
- Innovation and excellence.
- Responsive and responsible regulation.

3.2 Best Value and Continuous Improvement

Provide best value to the community by applying a continuous improvement philosophy. Identify ineffective and/or inefficient processes and recommend improvements. Capitalise on changes so as to increase effectiveness and efficiency. Undertake to learn from the workplace experience. Participate in learning and development activities as/when appropriate and then apply the learned skills/knowledge on the job. Identify and report to management any obligations, risks and opportunities facing Council.

3.3 Council's Policies and Procedures

Comply with all Council policies and procedures which are relevant to the position. Identify where these are out-of-date and where improvement is needed.

3.4 Customer Service

Promote a professional and positive image of Council in accordance with Council's Customer Service Policy. Take a pro-active approach to providing excellent customer service – to both internal and external customers.

3.5 Organisational Sustainability

Consider sustainability - economic, environmental, social and governance factors - in all activities and decision making in accordance with Council's Organisational Sustainability Policy and procedures.

3.6 Community Engagement

Comply with legislative requirements and Council's Community Engagement Policy and related procedures regarding the identification and implementation of consultation opportunities to ensure that stakeholders are consulted on matters of relevance to them. Ensure Council's Core Value of open government and community participation is upheld.

3.7 Record Keeping

Undertake responsible and accountable practices for keeping full and accurate records and information for all corporate activities and decisions.

3.8 Equal Employment Opportunity

Comply with the requirements of the Anti-Discrimination legislation and Council's Policies and Procedures relating to EEO and Anti-Discrimination. Take appropriate action to ensure a harassment-free workplace.

3.9 Ethical Conduct

Comply with the requirements of Council's Code of Conduct. Take appropriate action to ensure a workplace free from corruption, maladministration and serious and substantial waste.

3.10 Work Health and Safety

Observe safe work practices and operating procedures and comply with the requirements of the WHS legislation and Council's Policies and Procedures relating to Work Health and Safety.

Take appropriate action to ensure a safe and healthy working environment for self and others. In particular:

- participate in the identification and control of WHS risks in the workplace;
- support work colleagues when they return to work following injury/illness and co-operate with management in relation to changes which may need to be made in accordance with the Return-to-Work/Injury Management Plan;
- if injured, co-operate with management in developing/implementing the Return-to-Work/Injury Management Plans.

3.11 Statutory Obligations

Ensure that all statutory obligations are met in an appropriate and timely manner and are applied fairly and impartially.

3.12 Teamwork

Support and promote teamwork through:

- Co-operation
- Communication
- Sharing of relevant information
- Provision of responsive and accurate advice
- Maintenance of effective liaison with other employees within own team and across Council as/when appropriate.

3.13 Financial Management

- Provide input into budget/operating plan and recommend objectives, in the area of responsibility, for inclusion in the Division's overall budget/operating plan and Management Plan.
- Manage financial performance against the budget/operating plan and act appropriately upon trends and variances in a timely manner to ensure the effective and efficient achievement of all budget and plan objectives.

3.14 Child Safe

Council fully supports the aims and objectives of Children's Guardian Act 2019 and associated provisions and will implement all necessary measures to ensure a safe and supporting Council environment, which endeavours to promote child safe, child friendly practices.

4. CONTACTS ARISING FROM THE POSITION

Reports to: Coordinator Aquatic Programs

Supervises: Directly: N/A
Indirectly: Learn to Swim Instructors
Creche Assistants
Squad Coaches

5. SELECTION CRITERIA

Essential

- Current First Aid and Advanced Resuscitation Certificates
• Hold current qualifications as a Teacher of Swimming and Water Safety (recognised in NSW) (Austswim / Royal Life Saving / Swim Australia) or be willing to obtain.
• Demonstrated knowledge and success in the leadership and coordination of programs within the Aquatic Industry (or similar) with a strong customer and community focus.
• High level communication, conflict resolution and interpersonal skills and a commitment to provide excellent customer service.
• Be able to satisfy the requirement of the Child Protection (Working with Children) Act 2012 and Child Protection (Working with Children) Regulations 2013 and provide a current NSW Working with Children Clearance; and adhere to Workplace Health and Safety requirements.

Desirable

- Hold (or be willing to obtain) current swim teaching extension qualifications (Austswim / Royal Life Saving / Swim Australia) in the following areas:
o Infants and Preschool
o Adults
o Competitive Strokes
o Access and Inclusion
• Hold a current Royal Life Saving Pool Lifeguard Certificate or Bronze Medallion (or be willing to obtain).
• Experience in using point of sale, bookings systems and a working knowledge of the Microsoft suite.
• Experience in swim club administration and liaising with external swimming bodies.
• Experience and knowledge of local government practices, regulations, and policies.
• Additional experience or qualifications in the leisure industry, such as certifications in business management, fitness, customer service or creche, are advantageous.

Employee only:

I have read and understand the contents of this position description and undertake to meet the responsibilities in an appropriate manner.

Employee’s Name (printed)

Employee’s Signature Date