



Position Description

Swimming Operations Coordinator

Roseville College is a vibrant and welcoming community where every student and staff member is truly known and deeply valued. Established in 1908 and centrally located on Sydney's North Shore, we are an independent day school for girls from Prep to Year 12, shaped by a strong Christian foundation and a shared commitment to purpose, integrity and care. We are proud to nurture young women of character who are ready to lead with confidence and compassion in a changing world.

Our staff are curious, courageous and committed professionals—educators, mentors and co-learners—who see their work as both a calling and a contribution. At Roseville, you'll find a supportive and innovative environment where your talents are recognised, your growth is encouraged, and your impact on future generations is both valued and lasting.

The role

- Full-time, fixed-term contract until December 2027.
- Schedule: Monday to Friday, 9am to 5pm.
- Step into a highly supportive environment and play an active role in the growth of Roseville College's learn-to-swim operations within its new state-of-the-art pool facilities. This position will support the development of well-organised, high-quality swimming programs that meet the needs of students, families and the wider community, while helping to establish efficient systems, strong customer service practices and consistent operational processes as the new aquatic facility continues to grow.

Broad objective

Roseville College is seeking an enthusiastic and experienced Swimming Operations Coordinator to lead the operational and administrative delivery of all Roseville College Swimming programs. This is a unique opportunity to be part of our thriving new venture by overseeing the end-to-end administration, customer experience, financial operations, staffing and facility operations that enable the safe, efficient and sustainable delivery of our Learn to Swim, Swim Squads, Swim Club and curriculum swimming programs.

Key relationships

- Director of Co-Curricular
- Head of Swimming and Pool Operations
- Learn to Swim Supervisor
- Co-curricular Administrator
- Casual Swimming Staff
- External Suppliers and Contractors
- Students
- Families

Roseville College is proudly a Child Safe Organisation, putting the best interests of children and young people first. All appointments at Roseville College are subject to Child Protection Legislation.

Roseville College 27 Bancroft Avenue Roseville NSW 2069 rosevillecollege.com



Swimming Operations Coordinator

Reports to

Head of Swimming and Pool Operations

Direct reports

Casual Lifeguard Staff

Key responsibilities

Program Administration and Operations

- Coordinate the daily operations and administration of all Roseville College Swimming programs.
- In collaboration with the Head of Swimming and Pool Operations and Learn to Swim Supervisor, oversee the administration of class timetables and lane allocations.
- Manage all enrolments, class allocations, transfers, withdrawals and waitlists to maximise program participation and efficiency.
- Maintain accurate student, family and program records within the swimming management system.
- Serve as the primary point of contact for all family enquiries, providing timely, professional and solutions-focused customer service.
- Communicate program information, schedules, policy updates and operational notices to families using a range of communication platforms.
- Coordinate the operational requirements for assessments, trials, special events and holiday programs.
- Support the Learn to Swim Supervisor with the general management and delivery of the Learn to Swim program, ensuring alignment with Australian swimming and water safety standards.
- Build positive relationships with students, families and College staff to support a welcoming and inclusive swimming community.
- Resolve customer concerns professionally, as appropriate to the level of this role, and escalate matters where appropriate.
- Monitor program capacity and utilisation, identifying opportunities to improve operational efficiency, administrative systems and customer experience.
- Develop and maintain operational procedures, manuals and administrative processes.
- Contribute to the planning and implementation of new initiatives that support program growth, retention and service excellence.
- Analyse enrolment trends, participation data and customer feedback to inform strategic planning and continuous improvement.
- Assist with the coordination and implementation of marketing, promotional activities and community engagement initiatives to support program growth and retention.
- Collaborate with College departments to ensure the effective integration of swimming programs within the broader co-curricular and curriculum offerings.

Financial Administration

- Manage customer billing, termly enrolment rollover, fee collection, refund requests and account adjustments in accordance with Roseville College Swimming procedures.

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- Process enrolments, payments, merchandise sales and other program transactions accurately and efficiently.
- Monitor outstanding accounts and follow up overdue payments.
- Prepare reports on enrolments, attendance, revenue and program performance to support operational decision-making.
- Oversee the management of point-of-sale products, conducting regular stocktakes and liaising with suppliers.

Facility Operations

- Oversee all pool bookings and ensure the operation of the pool facilities is appropriate and functional for the daily booking schedule.
- Ensure the timely completion of all daily pool operations task checklists, inspections and facility walkthroughs.
- Support the Head of Swimming and Pool Operations with the general upkeep and operations of the pool, including assistance with plant room tasks.
- Liaise with key pool and aquatic plant contractors as required.
- Enact safety and risk management processes including ensuring that pool and surrounding areas are free of hazards and that supervision of all pool-based activities is maintained.
- Work closely with the PDHPE Department regarding pool bookings for curriculum lessons and overseeing the rostering of staff including lifeguards and instructors, as appropriate.
- Respond to emergencies in accordance with your training.
- Perform water rescues where required, in accordance with lifeguard training and be prepared to enter the water at any time if required.
- Respond to and manage first aid and other incidents within the Centre and complete the relevant incident reports in a timely manner.

Staffing Coordination and Compliance

- Assist with the recruitment and training of casual swim staff and lifeguards, fostering a positive and professional teaching environment.
- In partnership with the Co-Curricular Department, oversee the onboarding and training of all casual swim staff, including inductions and the provision of appropriate uniform requirements.
- Promote a culture of professionalism, safety and exceptional customer service across all aspects of the swimming program.
- Assist in the management of casual staffing, including arranging covers and variations to rosters.
- Process and approve timesheets, ensuring they accurately reflect the operations of the program.
- Monitor staff accreditations to ensure no staff member is rostered to work without current and/or relevant qualifications for their position.
- Liaise with Head of Swimming and Pool Operations regarding customer and staffing issues.
- Maintain compliance with Royal Life Saving, AUSTSWIM, Child Safe Standards and relevant legislative requirements.

Child Safety

- Report all concerns regarding the safety of our students to the Principal or their delegate, in accordance with the College's child protection policies.

Swimming Operations Coordinator

- Develop and maintain a thorough understanding of child protection obligations by reviewing the College's child protection policies and completing mandatory induction and ongoing training.
- Uphold the highest standard of child safety culture and awareness.

Risk and Compliance

- Adhere to the College's policies and procedures, importantly the Critical Incident Management Plan, Work Health and Safety (WH&S), code of conduct, child safety and emergency response practices.
- Consistently uphold Roseville College's values and comply with all school policies and procedures.

Additional responsibilities

- Fulfil the requirements of this position description and other duties as reasonably required from time to time.
- Any other ad hoc requests per the needs of the College or at the request of the Principal or delegates.

Qualifications, skills and experience

- Proven experience in a similar role, preferably within a school or community aquatics setting.
- Current AUSTSWIM or Swim Australia Teacher of Swimming and Water Safety qualifications.
- Current First Aid, CPR, and Pool Lifeguard certificates.
- Knowledge of aquatic centre maintenance and operating requirements, or willingness to complete Pool Operations qualifications.
- Previous experience in Deck Supervision and administration, highly desirable.
- Strong organisational and leadership skills, with the ability to manage multiple tasks and staff.
- Passionate about water safety and swimming education.

Essential characteristics

- Actively supportive of the Christian mission and values of the College.
- Exceptional communication and interpersonal skills, with a focus on customer service and community engagement.
- Highly organised with excellent attention to detail.
- Adaptable and able to work well under pressure.
- Ability to understand the complexity of situations and recognise the broader implications.
- Flexible and responsive to change.
- Customer focused and results driven.
- Initiative and a solutions-focused approach to problems.
- Innovative.
- Demonstrated integrity and commitment to a similar role.
- Approachable, collegial and collaborative.

This position description is subject to change based on College requirements.



Swimming Operations Coordinator

- Roseville College is a member of The Anglican Schools Corporation (ASC).