

Duty Statement

Aquatic Precinct Operations Manager

DATE: 2026

STATUS: Full-time

TIME: 37.5 hours per week

FACULTY/AREA OF RESPONSIBILITY: Aquatics Precinct

EMPLOYING ENTITY for the Purposes of this role: Christ Church Grammar School

POSITION CONTEXT:

Christ Church Grammar School and Methodist Ladies' College are neighbouring independent day and boarding schools located in Claremont, Western Australia. Together, the Schools share a world-class Aquatic Precinct that supports aquatic education, school sport, participation, competition and wellbeing outcomes for students from both school communities and the broader community.

The Aquatic Precinct is a joint facility and key partnership between Christ Church Grammar School and Methodist Ladies' College. From 1 January 2027, the schools will assume direct responsibility for the operation, management and delivery of aquatic programs within the shared Precinct, with a clear student-first purpose and an equal commitment to supporting the needs, identity and priorities of both Schools and their communities.

The Precinct provides an opportunity to establish a coordinated aquatic program model that increases participation, strengthens school swimming and aquatic sport, and creates clear age- and ability-appropriate pathways for students and community participants.

Through shared governance, coordinated programming and strong collaboration between both Schools, the Precinct aims to enhance access, participation, skill development, performance outcomes and aquatic confidence.

POSITION OVERVIEW:

The Operations Manager is responsible for the day-to-day operational delivery of the Aquatic Precinct, including Learn to Swim, administration, bookings, scheduling, workforce rostering, facility coordination customer experience. The Operations Manager will play a key role in supporting the vision for the precinct through the effective coordination of aquatic programs and the cultivation of strong relationships with students, families, schools and aquatic staff. The position will contribute to building a culture of participation, achievement and aquatic excellence while ensuring programs are safe, accessible, financially sustainable and responsive to community needs.

The Operations Manager will also support the establishment of systems, processes and workforce capability that underpin the successful operation and future growth of the Precinct's aquatic programs.

The role provides coordination across the broader aquatic program ecosystem, ensuring alignment between school swimming, Learn to Swim, squad pathways, water polo, club use, external bookings and other aquatic activities within the shared Precinct.

LINE MANAGEMENT:

Reporting directly to the Director of Aquatics (Swimming & Waterpolo) or Project Manager until such person is appointed.

WORKING RELATIONSHIPS:

- Heads of Sport, HPE and High-Performance staff
- Joint Venture Committee and assigned key staff
- School Executives
- Swimming Club Committee
- Director of Aquatics (Swimming & Waterpolo)

- Finance Lead (seconded from CCGS/MLC finance teams)
- HR Lead (seconded from CCGS/MLC human resources teams)
- Pool Plant & Water Quality Contractor (outsourced service provider)
- Head Coach – Squad Pathway (for scheduling, facility and logistics coordination only — coaching leadership sits with the Director of Aquatics)

KEY RESPONSIBILITIES:

Program Operations and Delivery

- Lead the day-to-day administration of the Learn to Swim program and contribute significantly to its commercial success, including through effective enrolment processes, class structures, progression, parent communications, teacher allocation, attendance, retention, service quality and the effective use of program systems and processes.
- Support the Director of Aquatics in the planning, delivery, promotion and evaluation of the Precinct's aquatic participation pathway, including Learn to Swim, school swimming, squad programs and other aquatic development initiatives.
- Coordinate the efficient and customer-focused operational delivery of school swimming, Learn to Swim, adult swimming, water polo and other aquatic development initiatives in accordance with the pathway framework set by the Director of Aquatics.
- Coordinate scheduling, bookings, lane allocation and facility access across both Schools, approved user groups, aquatic programs and squad requirements to optimise utilisation, operational efficiency and customer access.
- Develop and implement targeted marketing, communications and customer engagement initiatives, in consultation with the Director of Aquatics, to support participation growth, customer retention, brand awareness and the long-term financial sustainability of the Learn to Swim program.
- Monitor and analyse enrolments, class capacities, progression pathways, utilisation rates, retention, waitlists and revenue performance, and provide the Director of Aquatics with insights and recommendations to improve program effectiveness and support informed commercial decision-making.
- Identify and assess opportunities for new programs, service improvements and market growth, and make recommendations to the Director of Aquatics that respond to community needs, strengthen the customer proposition and support financially sustainable operations.
- Monitor program quality, consistency, customer feedback and progression outcomes to ensure aquatic programs are delivered in line with agreed standards, participant needs, school expectations and service commitments.

Staff Leadership and Development

- In collaboration with the Director of Swimming, lead, mentor and support Swim Teachers, coaches and aquatic program staff to ensure consistent and high-quality program delivery.
- Coordinate staff recruitment, onboarding, training and ongoing professional development for the swim school.
- Lead workforce planning, rostering and day-to-day deployment for Swim Teachers, lifeguards, duty managers and relevant aquatic operations staff.
- Foster a positive, collaborative and customer-focused team culture.
- Ensure staff qualifications and compliance requirements remain current.
- Coordinate scheduling, facility access and logistical support for the Senior Coach and squad coaching team.

Stakeholder Management

- Work collaboratively with Directors of Sport, Heads of PE, key school sport leaders, and aquatic staff and families to support participation and achievement within school swimming programs.
- Coordinate and oversee precinct usage, bookings and lane allocation in collaboration with both Schools and approved user groups, ensuring access is safe, equitable and aligned with school priorities.

Customer Experience and Community Engagement

- Own the customer experience across Learn to Swim and aquatic programs, ensuring enquiries, enrolments, feedback, complaints and retention risks are managed promptly and professionally.
- Build positive relationships with participants, families, schools, clubs and community stakeholders.
- Support the development of inclusive programs that encourage participation by people of all ages, abilities and backgrounds.

Financial Performance

- Assist in the preparation and management of aquatic program budgets.
- Monitor enrolment numbers, retention, class utilisation, progression rates and waitlists, and implement agreed actions to improve participation growth and financial sustainability.
- Identify opportunities to improve efficiency, increase participation and enhance revenue generation.
- Work with the Finance Lead to monitor program revenue, staffing costs, utilisation and budget performance.

Safety, Compliance and Operations

- In conjunction with the Director of Aquatics, coordinate the implementation and ongoing review of systems, procedures and operational controls to ensure aquatic programs and Precinct activities comply with relevant legislation, school policies, industry standards, contractual requirements and approved operating procedures.
- Promote and maintain a proactive safety and compliance culture across all aquatic programs, ensuring staff understand and consistently apply their responsibilities, operating procedures and risk controls.
- Monitor operational compliance with Work Health and Safety requirements, child safety standards, aquatic industry regulations and relevant School requirements, maintaining appropriate records and promptly escalating identified gaps or breaches.
- In conjunction with the Director of Aquatics, coordinate aquatic operational risk management, including risk assessments, inspections, control measures, incident reporting, emergency preparedness and the timely implementation and documentation of corrective actions.
- Ensure incidents, hazards, near misses and safeguarding concerns are recorded, reported, escalated, investigated as appropriate and followed through to closure in accordance with relevant school policies, Precinct procedures and legislative requirements.
- Maintain sufficient working knowledge of pool plant operations, water quality parameters, testing and recording requirements, chemical safety, facility maintenance obligations and aquatic facility compliance to monitor service delivery, identify operational risks and escalate technical issues appropriately.
- Recruit, roster and maintain qualification currency for the lifeguard and duty manager workforce across the Precinct's operating hours, including early morning, evening, weekend and holiday periods.
- Coordinate physical pool configuration, including bulkhead placement and lane-rope changes, to support transitions between 50m lap mode, split water polo mode and squad lane configurations.
- In conjunction with the Director of Aquatics, coordinate the day-to-day relationship with the outsourced pool plant and water quality contractor and relevant maintenance providers, including routine and preventive service schedules, monitoring water quality records and service delivery against agreed standards, maintaining contractor documentation, following up faults and corrective works, and escalating non-compliance, service failures or risks to relevant School representatives.
- In conjunction with the Director of Aquatics, maintain and regularly review the Precinct's Emergency Action Plan, coordinate staff drills and ensure alignment with each School's emergency procedures.

Administration and Reporting

- Maintain accurate program records, reporting and administrative processes.
- Utilise venue management systems and other software platforms to support program operations.
- Prepare reports, correspondence and recommendations as required.
- Prepare and contribute to regular precinct reports covering participation, usage, scheduling, incidents, risks, program performance and improvement opportunities.
- Contribute to strategic planning and continuous improvement initiatives.
- Undertake other duties consistent with the level and responsibilities of the position.

KNOWLEDGE, SKILLS AND EXPERIENCE

This position requires:

Leadership and People Management

- Ability to lead, motivate and develop staff to achieve high standards of performance and customer service.
- Ability to build positive working relationships and foster a collaborative team environment.

Program and Administrative Management

- Demonstrated ability to manage multiple programs and competing priorities in a dynamic environment.
- Strong organisational and planning skills with attention to detail.
- Ability to analyse participation data and make informed operational decisions.
- Sound financial management skills, including budgeting, forecasting, and monitoring expenditure.

Aquatic Industry Expertise

- Extensive knowledge of swimming and aquatic education programs, participant development pathways, and industry best practice.
- Strong understanding of aquatic operations, risk management, and safety requirements.
- Knowledge of pool operations, water quality management, and relevant legislative requirements.

Customer Service and Communication

- Well-developed customer service skills and commitment to delivering positive customer experiences.

- Excellent verbal and written communication skills.
- Ability to effectively engage with participants, families, schools, community groups, and internal stakeholders.
- Strong conflict resolution and problem-solving abilities.

Technical and Administrative Skills

- Proficiency in the use of venue management systems and other business software applications.
- Sound computer literacy, including Microsoft Office applications.
- Demonstrated numeracy and administrative skills.
- Ability to prepare reports, maintain records and manage data accurately.

Personal Attributes

- Highly organised and able to work effectively under pressure.
- Professional, approachable and solutions focused.
- Demonstrates initiative, accountability, and sound judgement.
- Committed to continuous improvement and delivering quality outcomes.
- Passionate about aquatic participation, water safety, and community wellbeing.
- Flexibility and a willingness to adapt to changing needs and requirements of the position
- Minimum of 5 years' experience in a similar role in a professional or corporate environment
- Completion of a National Criminal History Record Check and Working with Children Check

SAFEGUARDING CHILDREN AND YOUNG PEOPLE

Christ Church Grammar School and Methodist Ladies College takes child protection seriously, and as an employee of the School, you are required to meet the behaviour standards outlined in both the CCGS and MLC Child Protection Policies and Staff Code of Conduct, as updated from time to time.

Therefore, as part of your duties and responsibilities, you are also required to:

- Provide a welcoming and safe environment for children and young people
- Promote the safety and wellbeing of children and young people to whom we provide services
- Ensure that your interactions with children and young people are positive and safe
- Provide adequate care and supervision of children and young people in your charge
- Act as a positive role model for children and young people
- Report any suspicions, concerns, allegations or disclosures of alleged abuse to the Principal of CCGS & MLC.
- Maintain a valid Working with Children Check
- Report to management any criminal charges or convictions you receive during the course of your employment/volunteering that may indicate a possible risk to children and young people
- Participate in professional learning covering the Staff Code of Conduct & Child safety (CCGS & MLC) and all school policies and procedures relevant to the aquatics precinct at least biennially.

SALARY, TERMS AND CONDITIONS:

- For the purposes of legal employment only, the successful applicant will be employed under the Christ Church Grammar School (Support Staff Enterprise Bargaining) Agreement 2025)
- Opportunity to further your career through PD and study considered
- Salary will be negotiated according to qualifications and years of experience