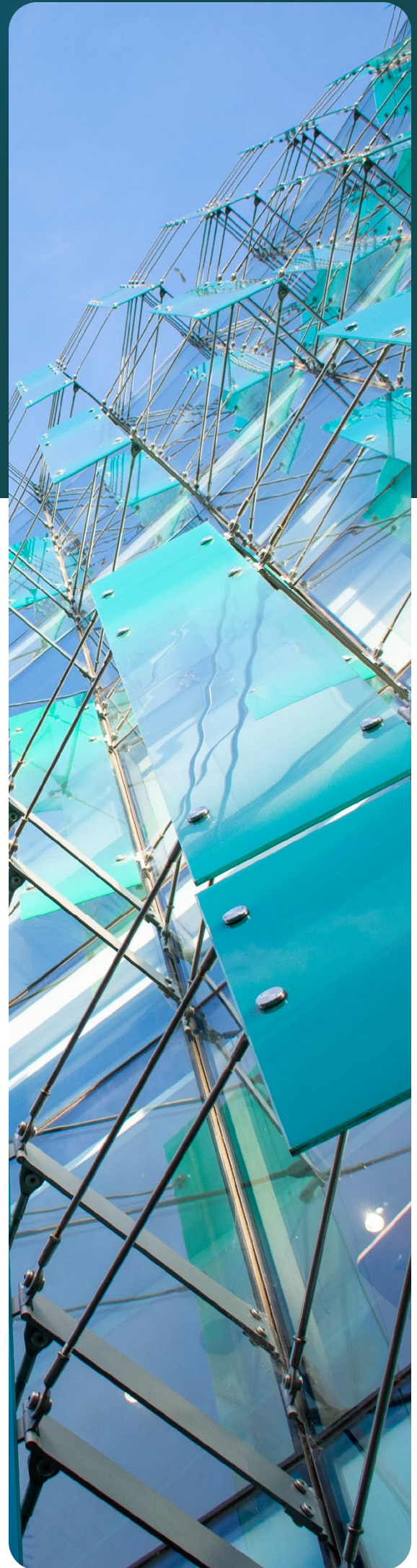


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## **Invercargill City Council – Team Leader Recreation and Sports**

Position Description and  
Additional Information

*February 2026*



## Position Description

<b>Position Title:</b>	<b>Team Leader – Swim School</b>
<b>Reports To:</b>	Manager – Aquatic Services
<b>Responsible For:</b>	19 Direct reports
<b>Group and Team:</b>	Community Spaces and Places – Aquatic Services
<b>Children’s Worker:</b>	Yes (Core)
<b>Delegations and Budget Responsibilities:</b>	As per Delegations Register

### Purpose

To ensure the effective and efficient delivery of the ILT Learn to Swim Programme and the Splash Palace Learn to Swim Programme. You will ensure the quality of the Learn to Swim Programmes for all levels of the community (infants to adults) meets industry best practice, while also maintaining good communication and feedback with our customers. Develop the programme, seeking new offerings and opportunities to expand the range of services and ensure that staff maintain their qualifications through a programme of ongoing training.

### Key Relationships

#### External to Council

- Clients/public.
- Community groups and organisations.
- Other local and regional authorities.
- Outside agencies including Government departments.
- Professional organisations.

#### Within Council

- Other team members in your Department/Group.
- Other Invercargill City Council employees.
- Elected Representatives.
- Executive Leadership Team.

### Our Compass Values and Behaviours

#### Responsibility

**Take ownership of decisions and outcomes, both collectively and individually.**

- We willingly share our knowledge.
- We acknowledge our mistakes, work to resolve them and learn from them.
- We give and receive feedback in a constructive manner to resolve issues.
- We do our job with total commitment.

#### Respect

**Everyone is important, as are their views.**

- We support and care for each other.
- We stop to listen, learn and understand.
- We communicate in an honest, up-front, and considerate manner.
- We maintain confidences and avoid hurtful gossip.

#### Above and Beyond

**Take opportunities to go the extra mile.**

- We take the initiative to improve our work practices to get the best result.
- We challenge ourselves and each other to make it better.
- We take pride in providing the best possible outcomes.
- We are ambassadors for our Council at all times.

#### Positivity

**Always look on the bright side of life.**

- We are approachable, interested and friendly.
- We are open and receptive to change.
- We acknowledge and praise the efforts of others.
- We work together as a team to get the job done.

## What You Will Do *(provided as a guide only)*

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### Team Leadership

- Lead, coach and motivate team members, promoting employee engagement with constructive feedback, openness, acknowledgement and trust.
- Encourage a workplace culture of shared ideas, problem solving and mutual support within and across teams that empowers others to achieve results that are responsive, business like, well planned, safe and successful.
- Create a team culture, supported by processes and practice, that views health, safety and wellbeing as a critical element of business as usual.
- Supervise team member performance and ensure the effective delegation of work tasks.
- Work alongside management to ensure that the annual performance development is carried out in accordance with Council's Performance and Remuneration Framework.
- Promptly raise concerns relating to the performance of team members with management so that an appropriate support/development plan can be put in place.
- Alongside management, work within the financial activities and budgets under your control in accordance with Council guidelines, timelines and delegated responsibilities.

### Staff Training

- Ensure comprehensive training is provided for staff relevant to their position, including refresher training as required, according to industry regulations.
- Ensure all applicable Swim School employees hold an AUSTSWIM –Teacher of Swimming and Water Safety certificate and are working towards gaining an NZ Certificate in Aquatics (Swim and Water Safety Teacher) (Level 3).
- Ensure all applicable Swim School employees hold a current NZ Lifeguard Award and First Aid Certificate.
- Identify key staff to complete the NZ Certificate in Aquatics (Specialised Swim and Water Safety Teacher) (Level 4).
- Identify any development training for the swim school team.
- Keep up to date records of staff training.
- Maintain and regularly review the Swim School training manual, ensure it remains up to date and any changes to industry standards adopted and implemented.
- Carry out new-starter inductions and initial buddy training for new employees.
- Maintain employee training records, including inductions, qualifications, and any revalidation training information required.
- Keep all training records up to date and review these on a regular basis to ensure refresher training is provided where needed, including specific training opportunities to your manager where identified.
- Consult with senior employees regarding any suggested changes to procedures, and support them to communicate and train other poolside staff in updated procedures.
- Ensure employees understand their responsibilities under various Normal Operating Procedures (NOPs) to ensure they take the lead in delivering an efficient and safe environment for our learners.
- Develop their leadership capability by sharing your knowledge and experience with senior members of the Swim School team.
- Work alongside senior Swim School employees to develop relevant internal training sessions for full staff trainings, and support them to deliver this training.
- Maintain and review the normal operating procedures regularly to ensure they remain current and report any major procedural changes to the Manager.



## Rostering

- Liaise with other Team Leaders and bookings staff regarding the ILT School Swimming Programme fun days to ensure appropriate rostering of staff.
- Produce swim school term rosters at least three weeks in advance of the next term, ensuring the maximum number of classes can be provided for the learn to swim programme and that the ILT School Swimming Programme has the required staffing.
- Ensure staff fill in correct leave applications when requesting leave.
- Find cover for annual leave and sick leave, and where necessary, make recommendations to the Manager regarding the essential number of staff required to operate both the learn to swim and ILT school swimming programmes.
- Promote the use of Roster-It and ensure all rosters are accurate and current.

## Programme Implementation

- Develop a strategic programme for the Swim School ensuring its ability to continue to grow whilst keeping up with demand and staying abreast of changes in learn to swim best practice.
- Lead the implementation and operation of the learn to swim programme including the ILT school swimming programme.
- Carry out day to day administration procedures including; Swim School and ILT School learn to swim bookings, records and supply of information to Swim School customers, schools, funders and any other relevant internal or external parties.
- Prepare ILT School learn to swim annual forecast and actual participation spreadsheets for funding applications and accountability processes.
- Ensure the Swim School continues to grow balanced with appropriate staffing and training.
- Complete bookings for each term on time and ensure customers receive the relevant information on time, records are kept up to date and general office procedures are carried out in a timely and efficient manner.
- Ensure problems of routine nature are dealt with sensibly, and ongoing or serious problems are reported to your Manager promptly.
- Ensure the customer is satisfied with the information they have received and the manner in which it was communicated.
- Deliver a high level of customer service and provide a prompt response to all customer queries.
- Develop and increase the delivery of the boating safety course to groups within the community.
- Develop, implement and coordinate new swim safety programmes to community groups and demographics.

## Financial Management

- Ensure all Splash Palace Swim School monthly invoices are complete using Technology One, and aligned accurately with respective cost centres.
- Process invoices for payment within accepted timeframes.

## Marketing and Service Promotion

- In conjunction with the Council's Communications and Marketing team, lead the effective marketing and promotion of the Swim School to schools, members of the public and the wider community through the use of social media, websites, newsletters, and any other promotional activity.
- Liaise with Council's Communications and Marketing team to ensure communications, marketing and promotion of the Swim School is in-keeping with Council's communications strategy and style.
- Present well considered suggestions for service promotion and enhancement of the Swim School and play an active part in their implementation.

**Note:** Specific performance measures for this position will be discussed between you and your manager through the performance development plan process.

## What You Will Bring

The below qualities, knowledge and skills are the key focus for this position and are used to assess an applicant's suitability for the position and the incumbent's performance in the position.

### Education and Qualifications

**Essential:**

Tertiary qualification in management, sports and recreation or other related subjects  
Current First Aid Certificate

**Desirable:**

NZ Certificate in Aquatics (Specialised Swim and Water Safety Teacher) (Level 3)  
AUSTSWIM – Teacher of Swimming and Water Safety  
National Lifeguard Award

### Knowledge, Skills and Experience

**Essential:**

At least 3 years' experience as a team leader or supervisor.  
Demonstrated experience managing staff including recruitment, training and performance reviews.  
Well-developed computer skills.  
A demonstrated ability to relate to people across all age ranges with excellent written and verbal communication skills

**Desirable:**

3 years' experience within the aquatic industry.

## Agreement

**Employee**

\_\_\_\_\_  
*Name Sign Date*

**Manager**

\_\_\_\_\_  
*Name Sign Date*

**Note:** From time to time it may be necessary to consider changes in the position description in response to the changing nature of the work environment, which includes technological and statutory change. Such changes may be considered as part of the performance development review process or as required.

## **What We All Do**

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### **Customer Commitment**

Treat customers with respect – taking the time to listen, learn and understand.  
Present a positive image of Council by ensuring an efficient, courteous and professional service to customers at all times.  
Acknowledge problems and complaints, identifying and promptly acting on solutions.

### **Continuous Improvement**

Evaluate and review work practices and processes within all areas of responsibility to ensure that they are effective and efficient and implement improvements where appropriate.  
Identify and propose additional business or service opportunities that enhance Council's existing capabilities.

### **Health, Safety and Well-being**

Promote a safe and sound working environment and a culture of safe and responsible behaviours and attitudes.  
Adhere to Health, Safety and Well-being policies and procedures, enabling a safe and healthy work environment for all workers and members of the public.

### **Civil Defence Emergency Management**

Assist Council in preparing for and responding to an emergency.  
After establishing the safety of members of your household, you may be assigned duties to assist Council and/or Emergency Management Southland in an emergency.

### **Other Duties**

Undertake duties from time to time that may be in addition to those outlined but which fall within your capabilities and experience.

## Our process



### **OUTREACH AND ADVERTISING** | Applications close 11 March 2026

Potential candidates identified through targeted search; applications reviewed and responded to.



### **APPLICANT SCREENING** | Mid-Late March

Initial screening of applications as they are received. This may include a discussion with candidates about their motivations for applying. We aim to run a timely and efficient process.



### **SELECTING AND SHORTLISTING** | Late March

Once the role has closed our team will present the most qualified candidates to the client. Within this period, all applicants will receive notification of the status of their application.



### **CANDIDATE INTERVIEWS** | Early April

Decipher Group prioritises a robust and consistent interview framework, based on a behavioural and competency-based assessment. Candidates will be advised of the interview structure and who will be present on the panel. All interviewed candidates will receive prompt feedback and will be advised of next steps once we have debriefed with the interview panel.



### **VETTING AND DUE DILIGENCE** | Early-Mid April

We conduct thorough background checks and referencing to further assess competencies of preferred candidate/s. Decipher Group utilises a third-party provider for pre-employment and probity checks such as criminal history, qualification, employment history and bankruptcy. Our team will notify you in advance prior to us contacting your referees. Throughout the entire process, candidate confidentiality and privacy remain an absolute priority.



### **DECISION AND ONBOARDING** | Early-Mid April

Following a rigorous evaluation, a conditional offer of employment will be made, subject to the completion of the above stage. Our team will communicate regularly with both the client and the successful candidate during this period. At the conclusion of the recruitment process, all remaining candidates will be notified, with the opportunity for feedback.

## Team Leader – Recreation and Sports

- Lead a team of instructors delivering high-quality programmes
- Make an impact on your team, the organisation and the community
- Enjoy this varied, people-focused leadership role

### About the organisation | Invercargill Community

Owned by Invercargill City Council, Splash Palace is more than just a pool - it's a hub for community events, sporting competitions and learning. It hosts local school swimming sports, regional meets, school "learn to swim" programmes through the swim school and fun events throughout the year that keep the whole family entertained. Splash Palace enriches lives through water experiences.

Recent changes means that Splash Palace is now looking for a Team Leader to oversee the swim school. No need for previous swim or pool experience – but we do need a talented, organised and enthusiastic leader. Interested to find out more?

### About the role | Leadership coordination impact

This is a people-focused leadership role, ideal for someone who enjoys organising, motivating others, and making things run well behind the scenes.

As the Team Leader, you will be responsible for:

- Rostering and coordinating swim instructors to ensure classes are fully staffed and well planned
- Leading, supporting, and managing instructors to deliver engaging, effective swim training
- Maintaining quality and consistency across programmes
- Being a visible, approachable leader who supports performance and development
- Working closely with leadership team to keep programmes running smoothly day to day

You don't need to come from a swimming or pool management background to be a successful Team Leader. What matters most is your ability to lead people, manage schedules, and create a positive team culture – that delivers. Sound like you?

### About you | Organised communicator

You're organised, confident, and enjoy being the person who keeps things ticking.

You'll likely bring:

- Experience in a people-led environment like sport, recreation, fitness or hospitality.
- Some leadership or supervisory experience.
- Strong communication skills and the confidence to give feedback and support others.
- Good organisation skills - you're comfortable juggling rosters, people, and priorities
- A positive, practical approach and the energy to lead a busy, active team



This role will be well suited to someone early in their leadership journey who's ready to step up and grow – or a confident people leader who loves a front-line role.

If you're ready to take the next step in your leadership journey and want a role that combines people, planning, and purpose, we'd love to hear from you.

## How to apply

To discover more about Splash Palace, visit <https://www.splashpalace.co.nz/> and [www.icc.govt.nz](http://www.icc.govt.nz)

For a confidential discussion about the role; contact Deb Vaughan by email to [deb@deciphergroup.co.nz](mailto:deb@deciphergroup.co.nz)

Applications close: Monday 11<sup>th</sup> March 2026

Please do not email us your CV and Cover Letter.  
Please use the *Apply Now* link on our website.

## Our Diversity, Equity and Inclusion Statement

Decipher Group care deeply about helping individuals achieve their full potential and supporting organisations to thrive by working toward a more progressive future.

Fostering a culture of inclusion and belonging that truly values individual differences, backgrounds, and perspectives ignites creativity and new ideas – and this is part of what makes our team exceptional. For us, progress is the only goal worth benchmarking.



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