



POSITION DESCRIPTION

This Position Description is a guide only and is not intended to be an exhaustive or exclusive list of the duties attached to this position. The Position Description is subject to review and modification by the Principal, in response to the strategic direction of the School, and the development of the skills and knowledge of the position.

JOB TITLE	Artemis Centre and Aquatics Manager
HOURS OF WORK	<p>Full time</p> <p>Monday – Friday (38hrs per week)</p> <p>8.00am to 4.00pm with half an hour for lunch</p> <p>Flexibility with working days and hours is essential due to the extent of the Artemis Centre's operating hours. This role will work with a number of other staff members to accommodate the extent of the operating hours.</p>
SCHOOL	<p>Melbourne Girls Grammar</p> <p>Senior School (Merton Hall Campus) 86 Anderson Street, South Yarra, 3141</p> <p>Junior School (Morris Hall Campus) 100 Caroline Street, South Yarra, 3141</p> <p>Early Learning Centre (Barbara Tolson Centre) 63 Clowes Street, South Yarra, 3141</p> <p>This role requires occasional travel between campuses.</p>
FACULTY/DEPT	Artemis Programs
REMUNERATION CLASSIFICATION	<p>Educational Services (Schools) General Staff Award 2020</p> <p>School Operations Services, Grade 5</p>
REPORTS TO	Executive Director, Artemis Programs, and ultimately the Principal.
SUPERVISES	<p>Aquatics Staff (Artemis Aquatics Swim Club and Learn to Swim School)</p> <p>Artemis Services Coordinators (part-time/full-time)</p> <p>Customer Service Assistants (casuals)</p>
ABOUT THE ARTEMIS CENTRE AT MGGS	<p>At Melbourne Girls Grammar, we model a physically active culture as a cornerstone to positive wellbeing and optimal performance.</p> <p>Melbourne Girls Grammar aspires to deliver a leading sport and physical activity program which nurtures confident and capable girls with the skills, knowledge, and behaviours to be fit for life, to make healthy and informed</p>



	<p>decisions relating to their physical performance and wellbeing, and to take courage to do new things in an ever-changing environment. It is our vision for every Grammarian to be active every day, and for every one of our graduates to leave “our red brick fence” engaged in sport or physical activity on a regular basis.</p> <p>Our purpose-built Artemis Centre actively drives an exceptional coaching, teaching, and learning environment, and embodies our commitment to prioritising the health, wellbeing and physical literacy of our students.</p> <p>The Artemis Centre is for the use of students and staff during school hours. Outside of these hours the Centre transforms into a community hub accessible to all. Our programs include a Learn to Swim School, swimming club, gymnastics and holiday programs.</p> <p>In addition, spaces within the facility are available for external hire. The Artemis Centre has established long-standing relationships with like-minded community organisations, clubs and service providers, and since opening its doors in 2017 we have had elite level netball, AFLW and water polo programs use the facilities.</p>
<p>POSITION OBJECTIVE</p>	<p>The Artemis Centre and Aquatics Manager is responsible for overseeing the strategic direction, operations, and overall management of the Artemis Centre and Aquatics Programs.</p> <p>This position is responsible for:</p> <ul style="list-style-type: none"> • Facility operations. • Pool management and operations. • Management and delivery of high-quality aquatics programs. • Customer service, culture, and administration. • Digital system management. <p>The Artemis Centre and Aquatics Manager will work closely with the Executive Director, Artemis Programs to support the operational and financial performance of the Centre’s facilities and programs to deliver leading sport and physical activity programs.</p>
<p>KEY ACCOUNTABILITIES</p>	<p>KEY TASKS</p>
<p>Facility Operations</p>	<ul style="list-style-type: none"> • Update (as required) and implement process documentation, manuals, procedures, handbooks and guidelines that guide MGS staff and Centre users on the use and care for the Centre. (E.g., Artemis Operations Manual.)



	<ul style="list-style-type: none"> • Conduct comprehensive building inductions for new staff, including critical topics (e.g. child safety, OHS, emergency procedures, first aid including the daily building opening and shutdown procedures). • Collaborate with MGG Facilities Team to ensure all areas within the Artemis Centre are safe and healthy, in excellent working condition, clean and presentable. • Be available and responsive to ensure Artemis Centre management procedures are followed out of hours or on weekends as needed. • Ensure storage spaces and/or vacant areas are being used effectively and appropriately. • Ensure the Artemis Centre retains relevant registrations and licenses and remains compliant with the requirements of relevant associations and regulatory bodies, collaborating with the Facilities Manager where appropriate. For example, aquatic industry standards. • Make recommendations to the Executive Director, Artemis Programs and MGG Facilities Manager for facility or equipment maintenance or purchases, to ensure the Centre continues to operate at the highest standard. • Manage emergency planning and procedures in conjunction with the Facilities Manager, Risk and Compliance Manager, and relevant committees. Ensure Artemis staff and users are adequately briefed on emergency procedures including evacuation and lockdown measures, and are adequately communicated with before, during and after an emergency or drill. • Collaborate with Head of Sport and Coaching to provide operational guidance to Heads of Program to ensure their programs are well planned, clearly communicated and delivered to an exceptional and professional standard. • Collaborate with the Artemis Programs Coordinator, Facilities Team, Marketing and Community Engagement Team, Principal's Office and Artemis staff to organise and deliver internal MGG events in the Artemis Centre. Events may include beginning/end of term Staff Days, assemblies, Professional Learning events and social occasions such as the staff Christmas lunch or student/parent breakfasts/dinners. • Liaise with the Business Office and Executive Director, Artemis Programs to prepare and monitor budgets (capital and recurrent) for Artemis Centre operations.
<p>Pool management and operations</p>	<ul style="list-style-type: none"> • Ensure compliance with Pool Safety Operational Requirements (refer to details within Safety, Risk, and Compliance.)



	<ul style="list-style-type: none"> • Efficient management of aquatic and related infrastructure, including water quality, filtration and circulation systems, pool covers, and safety equipment. • Work with MGGS Facilities Manager to: <ul style="list-style-type: none"> ○ Ensure cleaning providers deliver high standards of cleaning and sanitation on pool deck, changing rooms, and all areas surrounding the pool. ○ Schedule regular inspections and perform or coordinate timely repairs to pool infrastructure, including tiles, plumbing, and electrical systems. ○ Ensure energy efficiency management and sustainability practices are upheld where possible.
<p>Management and delivery of high-quality aquatics programs</p>	<ul style="list-style-type: none"> • Work with the Executive Director, Artemis Programs to ensure development, documentation, implementation, and review of the strategic direction of Artemis Aquatics. • Financial management of Artemis Aquatics programs (swim club and learn to swim school), and the provision of relevant, accurate and timely reporting. • Implement systems, processes and decisions that make the best use of available resources and enhance operational efficiency. • Use data effectively to develop programs, inform business development and marketing strategies, ensuring sustainable and effective financial and resource management, e.g., participation, attendance, retention. • Lead a team of Aquatic specialists to deliver world class aquatics programs and operations. • Manage and oversee a graduated Learn to Swim to Performance Squad model, which sees a smooth integration of School and Club programs: <ul style="list-style-type: none"> ○ Artemis Aquatics functions as “One Team.” ○ Positive and collaborative culture on pool deck for swimmers, staff, parents, and stakeholders. • Leadership and support to LTS Coordinator and Head Swimming Coach to: <ul style="list-style-type: none"> ○ Develop and manage strategies on recruitment, development and succession planning of high quality LTS Teachers and Coaching Staff.



	<ul style="list-style-type: none"> ○ Support professional growth and learning, and guidance and feedback on their responsibilities and development. ○ Prioritise a welcoming and thorough induction process, to set new employees up for success. ○ Build a strong sense of team and belonging within the Artemis Aquatics Teaching and Coaching team. ○ Conduct performance and development reviews. ● Support of swimming coaches in delivery of a well-rounded and innovative program which achieves positive outcomes in (1) personal growth and wellbeing; (2) long-term participation and engagement; and (3) service, community, and learning. ● Manage administrative requirements of Artemis Aquatics Swim Club, including: <ul style="list-style-type: none"> ○ Squad schedules and coach rosters, including covers. ○ Approve and process casual coach timesheets. ○ Coach performance and development reviews.
<p>Customer Service, Culture, and Administration</p>	<ul style="list-style-type: none"> ● Manage the day-to-day operations of the Artemis Centre's front-of-house function to ensure that efficient and high-quality customer service is provided to internal and external program participants and visitors. ● Support the Customer Service team to respond to staff, student, member and community enquiries in a timely and professional manner, ensuring information provided is accurate and helpful. ● Provide leadership and direct supervision to Artemis Services Coordinators and Assistants in delivering excellence in effective and cohesive administrative support to Artemis Programs. ● Artemis Services management, including: <ul style="list-style-type: none"> ○ Participate in recruitment processes as required, in collaboration with HR. ○ Training and onboarding new members of the Artemis Services team. ○ Creation and distribution of staffing rosters. ○ Arranging covers in response to staff absences. ○ Approving and processing (casual) timesheets. ○ Conducting performance development reviews.



	<ul style="list-style-type: none"> ○ Providing regular performance feedback and responding to staffing issues and concerns as they arise, in collaboration with HR. ○ High level presentation, tidiness, and cleanliness of the Artemis Centre, L2, L1, G and LG with a focus on the services area. ● Maintain oversight over Artemis Centre visitor and contractor sign-in processes, ensuring the Customer Service team are following correct procedures regarding: <ul style="list-style-type: none"> ○ Working With Children Check (WWCC) or Victorian Institute of Teaching (VIT) registration requirements. ○ Contractor insurance and system registration requirements ○ Sign-in requirements. ● Support the Head of Sport and Coaching, Facilities Manager, Human Resources and the Risk and Compliance team with Artemis contractor management, ensuring all businesses and individuals are properly vetted and compliant prior to commencement of works or services. ● Support the Artemis Programs Coordinator with the management of the facility hire agreements and contracts, in co-ordination with the Business Services team. ● Foster and model an open, positive and welcoming culture within the Artemis Centre, through the provision of coordinated, organised and efficient customer service and operations. ● Build strong and positive relationships with all MGGs stakeholders including students, staff, parents, Old Grammarians, Sporting Associations, external user groups and suppliers.
<p>Digital system management</p>	<ul style="list-style-type: none"> ● Ensure technology and equipment requirements for the Centre are consistently met and can adequately support programs and users. Liaise with the Information and Learning Technology teams to troubleshoot, fix or implement IT solutions where required. ● Manage the Artemis Centre’s program and facility management system(s) (Envibe). This includes: <ul style="list-style-type: none"> ○ A digital ecosystem that optimises operational excellence, system management, effective workflow, and application of Envibe. ○ Ensuring systems continue to be fit-for-purpose, user friendly and value-adding for the end user. Liaising with system providers/developers to troubleshoot or customise products as required.



	<ul style="list-style-type: none"> ○ Ensuring program and facility hire timetabling, scheduling, enrollments and reporting remains centralised, accurate and accessible. ○ Training staff on optimal use of systems. ○ Forecasting growing needs of the Artemis Centre and making recommendations for new systems or processes that may be required.
<p>Safety, Risk and Compliance</p>	<ul style="list-style-type: none"> ● Participate in OHS Committee meetings as a representative of the Artemis team, providing feedback on the health and safety of the Centre and collaborating with Committee members to carry out relevant action items. ● Advocate for safety in a high-risk environment, ensuring all incidents, near misses and risks are reported via appropriate Incident Reporting processes. Support the Risk and Compliance team to investigate and resolve issues as required. ● Ensure compliance with Pool Safety Operational Requirements, specifically: Safer Public Pools Code of Practice - Minimum Standards https://sv.com.au/wp-content/uploads/Safer-Public-Pools-Code-of-Practice-V1.pdf ● Manage the Artemis Centre’s risk assessment portfolio, review and approve program and event risk assessment documentation, and implement risk prevention measures as and when required. Maintain communication and collaboration with relevant stakeholders, ensuring they are advised of their role in risk prevention and management. ● With support and advice from the Risk and Compliance team, ensure all Artemis programs, services and facilities are compliant with the <i>Occupational Health and Safety Act 2004</i> and National Sporting Organisation (NSO) regulations. ● Monitor first aid equipment in the Centre, ensuring kits are always fully equipped and available for use. Complete first aid reporting as required. ● Collaborate with the Risk and Compliance, Facilities and HR teams to implement child safety and OHS initiatives and ensure they are upheld to the highest standard.
<p>Communications</p>	<ul style="list-style-type: none"> ● Artemis Aquatics communication and information plan: <ul style="list-style-type: none"> ○ Build customer understanding and expectations of Artemis Aquatics via regular and effective promotion, interaction and consideration of feedback.



	<ul style="list-style-type: none"> ○ Manage enquiries via phone, email and in person. ○ Meet the information needs of staff and families in relation to programs ● Comply with preferred communication methods used to disseminate information to MGS staff, parents and students including eVI and email. ● Communicate professionally, warmly and effectively with stakeholders including students, parents, staff and external groups. ● Escalate important information/issues/complaints/risks to the Head of Sport and Coaching and/or Executive Director, Artemis Programs. Ensure lines of communication and flow of information is regular, open and consistent. ● Maintain accurate records of communications including file notes, emails and information provided in the course of fulfilling duties. Use MGS approved templates available on Evi.
Policy	<ul style="list-style-type: none"> ● Ensure all School policies are adhered to without exception, particularly in regards to Child Safety, OHS, Codes of Conduct, First Aid, Privacy and Positive Relationships and Respectful Workplace. ● Contribute to the drafting of Artemis and/or School policies when required.
Professional Development	<ul style="list-style-type: none"> ● Actively participate and share in the professional learning program, opportunities, and development within the Artemis team. ● Actively participate and attend (other) meetings as part of the mandatory requirements of all staff employed by MGS. ● Attend Professional Development workshops and seminars that will assist in successfully meeting the objectives of this role.
Other	<ul style="list-style-type: none"> ● Any other duties as requested by the Executive Director or the Principal.
QUALIFICATIONS	<p>Essential</p> <ul style="list-style-type: none"> ● Tertiary qualification in sports or facility management, business management, sports science or relevant field. ● Aquatic Technical Operator / Pool Operators Certificate. ● Current HLTAID009 Provide CPR and HLTAID011 Provide First Aid qualifications.



	<ul style="list-style-type: none"> • Current Victorian Employee Working with Children Check (WWCC) or Victorian Institute of Teaching (VIT) registration. • Current Victorian Full Driver's License. <p>Desirable</p> <ul style="list-style-type: none"> • Tertiary qualification(s) or certificates in finance, project management, events, logistics or similar. • Learn to Swim Teaching / Swim Coaching / Lifeguard Qualifications.
<p>KEY SELECTION CRITERIA</p>	<ol style="list-style-type: none"> 1. Minimum 5 years' relevant working experience at an Operations Manager level including Aquatics and pool management. 2. Tertiary qualification in sports management, business management, sports science or relevant field. 3. Demonstrated effective organisational, planning and time management skills and high attention to detail. 4. Demonstrated experience and success leading a small to medium sized team, managing inductions, conducting staff training, providing staff performance feedback, complex problem solving, rostering and scheduling. 5. Demonstrated experience in sport, fitness or recreational facilities management and/ or sporting event coordination. 6. Demonstrated experience preparing, implementing and monitoring budgets.
<p>EXPERIENCE / SKILLS / ABILITIES REQUIRED</p>	<ul style="list-style-type: none"> • Minimum 5 years' relevant working experience at an Operations Manager level or similar. • Demonstrated experience in venue or facilities hire or management including enacting safety, risk and compliance policies and procedures. Experience working in sporting facilities is desirable. • Proven high level proficiency and effectiveness in the use of technology, and digital platforms that support efficient administration, operations and communications. • Knowledge of Sports Administration programming tools and software. • Extensive experience using Point Of Sale (POS) systems. Experience customising and/or implementing new systems is highly desirable. • Demonstrated professionalism, leading by example, timeliness, and accuracy when managing customer enquiries specifically in relation to issue resolution, scheduling, notifications and bookings.



	<ul style="list-style-type: none"> • Demonstrated experience and success leading a small to medium sized team, managing inductions, conducting staff training, providing staff performance feedback, complex problem solving, rostering and scheduling. • Demonstrated experience in sport, fitness or recreational facilities management and/ or sporting event coordination. • Demonstrated experience preparing, implementing and monitoring budgets. • Ability to use data effectively, plan strategically, monitor and evaluate (sports) programs, and generate meaningful reports. • Outstanding written and verbal communication skills which support and foster customer service of the highest standard by supporting staff to manage complex situations and resolve conflicts professionally. • High empathy and well-developed intra and inter-personal skills which build and maintain effective and positive working relationships with immediate supervisors, colleagues and key stakeholders including officials. • Strong organisational, planning and time management skills and high attention to detail. Ability to effectively prioritise competing tasks and responsibilities to meet deadlines, targets and achieve positive outcomes. • Proactive and collaborative approach to problem solving. • Positive, energetic, adaptable, flexible and enthusiastic approach to work. • Ability to exercise sensitivity and confidentiality in all dealings. • High level of trust, integrity and work ethic.
<p>Child Safety Requirements/ Obligations</p>	<ul style="list-style-type: none"> • Must have experience working with children (as required) • Demonstrated ability to follow child safety protocols when supervising children and young people in relation to child safety. (as required) • Must be able to demonstrate an understanding of appropriate behaviours when engaging with children. • Abide by all MGS Child Safety Policies and Codes of Conduct and demonstrate active commitment to the MGS Statement of Commitment to Child Safety. • Demonstrated commitment to promote Aboriginal cultural safety and awareness and the safety of Aboriginal children and/or communities.



	<ul style="list-style-type: none"> • Demonstrated ability to promote the safety, wellbeing and inclusion of all children including those with a disability or those from culturally and/or linguistically diverse backgrounds.
<p>CHILD SAFETY</p>	<p>All staff at Melbourne Girls Grammar are expected to take an active role and are well informed of their obligations in relation to Child Safety. The Melbourne Girls Grammar Child Safety Statement is incorporated in the MGGS staff employment cycle from recruitment and reference checking to induction, 3 and 6 month review processes and regular staff training and professional development.</p> <p>Employment with Melbourne Girls Grammar is subject to adherence to school policies including the <u>Child Safety Policy</u>, <u>Child Safety Code of Conduct</u> and Child Safety Statement as listed below.</p> <p>MGGS Statement of Commitment to Child Safety</p> <ul style="list-style-type: none"> • As MGGS staff, volunteers, contractors, and any other members of our school community involved in child-connected work, we are responsible for supporting and promoting the safety of children. • We are committed to the safety, participation and empowerment and protecting of all children / students in our care and adhering to our <u>Child Safety Policy</u>. • We are committed to providing a child-safe and child-friendly environment, where children and young people are safe and feel safe and are able to actively participate in decisions that affect their lives. • We have zero tolerance of child abuse and are committed to the protection of children from all forms of child abuse and all allegations and safety concerns will be treated very seriously and consistently with our robust policies and procedures. Our policies and procedures will provide the name and contact details of staff who have specific responsibilities in relation to child safety and who may receive reports of suspicion of child abuse. Child abuse includes sexual offences, grooming, physical violence, serious emotional or psychological harm, serious neglect and a child's exposure to family violence. • We have legal and moral obligations to contact authorities when we are worried about a child's safety, which we follow rigorously. • We are committed to preventing child abuse, identifying risks early and removing and reducing these risks. • We have robust human resources and recruitment practices for all staff and volunteers. • We are committed to regularly training and educating our staff and volunteers on child abuse risks. We support and respect all children, as well as our staff and volunteers.



	<ul style="list-style-type: none">• We are committed to the emotional, physical and cultural safety of all children and to providing a safe environment for their learning.• We are committed to promoting the cultural safety and participation of Indigenous children, young people and their families.• We have specific policies, procedures and training in place that support our leadership team, staff and volunteers to achieve these commitments.
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To learn more about the history, vision, mission and values of Melbourne Girls Grammar, please visit <https://www.mggs.vic.edu.au/>