



**Program Manager**  
(Assistant Swim  
School Manager)  
**- North Lakes**

Carlile Swim



- **Grow your career with a rapidly expanding iconic swimming brand**
- **Hands-on team leadership role**
- **Full time position including program delivery**
- **Convenient location in Brisbane's North Lakes**

## About Carlile Swim

Carlile Swim has been a world leader in aquatic education for almost 80 years. Forbes Carlile was Australia's first Olympic swimming coach, and his wife Ursula was the only woman to be the head coach of the Australian Swimming Team. Both are in the International Swimming Hall of Fame. Carlile started Australia's first commercial swim school, built the first indoor teaching pool for toddlers, and pioneered teaching babies to swim.

Today, with the recent rebranding of Brisbane-based Aquatic Achievers and the inclusion of Perth's leading swim school, Kirby Swim, the group operates over thirty swim schools across Australia and provides more than two and a half million lessons each year.

As Carlile continues to expand its operations and service offering both domestically and internationally, hiring the right people and supporting them with the right tools and training is crucial to continued success.

**Carlile Swim North Lakes** is a state of the art swim school facility purpose built in 2009 to service the catchment area of Brisbane's northern suburbs.

### Carlile Vision

To be the leading Learn to Swim provider, enriching the lives of the communities we serve.

### Live by our Carlile Team Member Values

At Carlile Swim, we move at PACE:

- Be **P**assionate - Brings energy, authenticity, and heart to everything we do.
- Be **A**ll In - Commits fully, acts with intention, and brings our best selves.
- Be **C**onected - Builds trust, collaborates with purpose, and cares deeply.
- Keep **E**volving - Stays curious, embraces change, and grows together.



# Program Manager

## (Assistant Swim School Manager)

Reporting to the Swim School Manager, the Program Manager forms part of the centre leadership team, collaborating closely with the Customer Experience Manager to drive program success, mentor staff, and ensure seamless operations.

In this hands-on leadership position, you will oversee swim program delivery, support the development of swim teachers, and manage day-to-day operations to ensure an exceptional experience for students, families and the team.

With a strong program focus this role will recruit and onboard swim teachers, whilst building a capable workforce through regular training and mentoring to drive consistency and high standards across all classes. Administratively, this role will manage rosters, shift schedules and class schedules to ensure smooth day-to-day operations whilst ensuring full compliance with WHS, child protection, and safety requirements.

Hands-on delivery of program by teaching and supervising lessons is a key part of the role; leading by example and fostering a safe, inclusive, and supportive environment for staff, students, and families. The role will also contribute to the growth of the program by promoting Carlile Swim within the local community and helping strengthen its reputation for excellence.

To be considered for this role, you will be an experienced swim teacher with strong communication and people leadership capabilities, paired with strong time management and administrative skills. You will be a dynamic leader with a passion for swim education and the Carlile Swim values.

Whilst proven experience supervising and managing swim instructors would be looked upon favourably, candidates with an aquatics background who are ready to lead and develop a high-performing team (including rostering, performance reviews, and staff mentoring) will also be considered.

This is an exciting leadership opportunity to grow your career with one of the most respected organisations in the global aquatics industry.



## Key Responsibilities

### Family experience

- Champion a family-first, exceptional experience culture.
- Collaborate with the Customer Experience Manager to uphold the highest standards of family care.
- Respond promptly to family questions and enquiries - ensuring families feel informed, supported, and engaged in their student's swimming journey.

### People leadership and development

- Recruit and onboard swim teaching staff; providing ongoing training, mentoring and development opportunities to ensure program standards are met.
- Maintain open, clear, and timely communication with team members, fostering a positive workplace culture.

### Operational excellence

- Consistently complete and take ownership of all tasks to ensure smooth daily operations.
- Promote Carlile Swim's brand values through the consistent delivery of high-quality lessons and by maintaining a welcoming, safe, and well-presented swim school environment.
- Collaborate with the Swim School Manager to optimise operational processes and identify opportunities for continuous improvement.
- Lead by example through actively working in the program, teaching and supervising swim lessons.
- Manage team rosters and shift schedules to ensure operational efficiency and adequate staffing levels.
- Adjust classes schedules to maximise program efficiency.

### Health, safety and well-being

- Promote a culture of safety, care, and professionalism, ensuring child protection measures, and WHS standards are met.

## Selection Criteria

In addition to demonstrating **relevant experience across the core functional areas of responsibility identified in this Position Overview**, candidates applying for this role will require a range of personal and professional skills, including:

- Proven experience supervising and managing swim instructors, including scheduling, performance reviews, and staff mentoring.
- Demonstrated success in time management and team development.
- Strong communication, leadership, and mentoring abilities.
- Knowledge of safeguarding children and young people, and WHS standards.
- Swim teacher qualification (or willingness to obtain).
- Current First Aid Certificate.
- Current Provide CPR Certificate.
- National Police / Criminal History Check.
- Working with Children Check.

## Location

The position is based at Carlile Swim's North Lakes Swim School - conveniently located just minutes from Westfield North Lakes at 10 Oxley St, North Lakes.

## Hours of work

This is a full time position. The role requires flexibility to work 38 hours per week spread over Monday to Sunday.

## Remuneration

An attractive remuneration package will be available to the successful candidate, negotiable depending upon skill level and experiences. At the time of applying, candidates are invited to indicate their current salary and salary expectations.

Candidates are invited to phone Sportspeople Recruitment to discuss salary before applying if that will be helpful in your decision making.

## Residency & Immigration

Candidates must be an Australian Citizen / Permanent Resident or have unlimited working rights within Australia to be considered for this position.

## Timelines

The successful candidate would be expected to commence duties as soon as possible, mindful of notice periods and general availability.

## Website and Social Media

For more information and news items on all facets of activities, services and programs, visit:

Carlile Swim website: [carlile.com.au](http://carlile.com.au)

North Lakes: [carlile.com.au/brisbane/north-lakes](http://carlile.com.au/brisbane/north-lakes)

Facebook: [facebook.com/carlileswim](https://facebook.com/carlileswim)

Instagram: [instagram.com/carlileswim](https://instagram.com/carlileswim)

## Please apply now to avoid missing out!

Please note Sportspeople Recruitment will commence screening and interviewing for this role immediately.

**If you are intending to apply, please do so now. We reserve the right to close the role as soon as sufficient merit applications are received.**

Candidates must complete and submit the **COMPULSORY Sportspeople Recruitment Application Form** at the time of applying. The form is available as a download at the Sportspeople Recruitment website listing for this role and contains questions against which we require your specific response prior to considering your application.

Sportspeople Recruitment prefers a 1-2 page letter of introduction and an accompanying CV of no more than 6 pages, merged into the Application Form as one MS Word file.

## Apply Now to

Your application should be sent electronically via the "apply now" link at the advertisement via [sportspeoplerecruitment.com/jobs](https://sportspeoplerecruitment.com/jobs)

## Enquiries

In the first instance general enquiries should be directed to **Scott Oakhill** on **0408 258 337** or **FREECALL AU 1800 634 388** or or **+61 2 9555 5000** or via [admin@sportspeoplerecruitment.com](mailto:admin@sportspeoplerecruitment.com).

## About Sportspeople Recruitment

The Program Manager, Carlile Swim search and recruitment process is being managed exclusively by **Sportspeople Recruitment**.

Sportspeople Recruitment is a leading executive search and recruitment firm servicing sport business. Celebrating 30 years in 2026 our curated Talent Network has been developed as a result of successfully filling thousands of roles across the A-Z of sport business employers.

We offer the most experienced Consultant team in the market available to assist with executive search, general recruitment, hiring strategy, remuneration planning and executive/Board advice.

We are delighted to have been appointed by Carlile Swim as the exclusive search partner for the Program Manager - North Lakes position.

**Australian owned - globally connected - since 1996**

## Merit Recruitment

Don't meet every single requirement? Studies have shown women and minority groups are less likely to apply for jobs unless they meet every single qualification. **Sportspeople Recruitment has a reputation as a leader in merit recruitment.** Everything we do has a focus on presenting the best candidates to our client Employer whilst maintaining a commitment to do what we can to address the imbalance of under-represented groups in leadership positions.

If you believe you have what it takes to perform this job but don't tick off every single qualification and experience we've listed, we encourage you to focus on the strengths, experience, qualifications and soft-skills you do have as the reasons you should apply. [Believe in yourself](#) and if still in doubt call our Consultant for a quick chat or simply apply. Without an application we can't consider you and we'll never consider your application a waste of our time.





to swim well  
is an asset  
for life

