

Job Description

Post title	Learn to Swim Co-ordinator
Job Evaluation	N11484
Grade	Grade 6
Service	Regeneration, Economy & Growth
Service area	Culture, Sport & Tourism – Wellbeing, Sport and Leisure Sport Services
Reporting to	The post holder will be accountable to the Operations Manager
Location	Your normal place of work will be a designated Leisure Centre within County Durham.
Disclosure and Barring Service (DBS)	Enhanced DBS
Flexitime	This post is eligible for flexitime.
Politically restricted	This post is not designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State

Description of role

To co-ordinate a high quality Learn to Swim programme, providing the day-to-day line management of Swim Teachers and a direct delivery function based on the needs of the designated facility. Ensure that the service delivers a professional, welcoming and inclusive swim lesson environment for all members and customers in line with thrive values

Duties and Responsibilities

Listed below are the responsibilities this role will be primarily responsible for:

- To act as the facility advocate for swimming development to raise the profile, importance and benefits of learning to swim.
- To provide an approachable and friendly point of contact for swimming lesson customers, delivering appropriate education and advice.
- Scheduling of lessons as part of the pool programming to meet business and customer needs.
- To assist with the recruitment and selection of all swim teachers.
- To organise suitable, effective and efficient swim teacher staffing rotas to meet programme requirements and to maximise budget provision.

- To ensure high standards of lesson delivery through peer observations, monitoring and reporting and CPD of all teachers.
- To undertake lesson delivery to individuals/groups, of all ages and abilities within the pool, to the required standards set out by Swim England and other relevant national representative or governing bodies of exercise and sport.
- To ensure that there is a pathway from swimming lessons into club and performance-based swimming and that the facility offers an inclusive swimming lesson environment for all members and customers.
- To support the coordination of the digital systems linked to learn to swim at the leisure centre in relation to both staff and customers.
- To assist in any development, promotion or organisation of events or activities and help meet and monitor performance targets and outcomes.
- Ensure that rules and standards are observed by staff, customers and guests to ensure their safety and wellbeing.
- To undertake work duties in a safe and effective manner that complies with guidance, policies, procedures and standards of the organisation.
- Carry out PDR's and ongoing performance monitoring as and when required.
- To undertake tasks and responsibilities and any other additional duties appropriate to the level of the post.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed.

Organisational Responsibilities

Values and behaviours

To demonstrate and be a role model for the council's values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

Smarter working, transformation, and design principles

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

Communication

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

Health, Safety and Wellbeing

To take responsibility for health, safety, and wellbeing in accordance with the council's Health and Safety policy and procedures.

Equality and diversity

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

Confidentiality

To work in a way that does not divulge personal and/or confidential information and follow the council's policies and procedures in relation to data protection and security of information.

Climate Change

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

Performance management

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council's Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

Quality assurance (for applicable posts)

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

Management and leadership (for applicable posts)

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council's values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

Financial management (for applicable posts)

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.

Person Specification

Attributes	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Swim England Swimming Teachers Level 2. • NVQ Level 3 or equivalent in an appropriate area or willingness to work towards and achieve NVQ Level 3 within an 18 month period 	<ul style="list-style-type: none"> • RLSS Trainer Assessor. • Swim England (or other nationally recognised) qualifications in other disciplines. • National Pool Lifeguard (or Rescue Award). • First Aid Certificate. • Sales and Retention. • Customer care / customer experience.
Experience	<ul style="list-style-type: none"> • Relevant experience within a Leisure centre / pool environment. • Relevant experience of working with customers from a wide range of backgrounds with different health and wellbeing needs. • Experience providing excellent customer service. • Delivering Learn to Swim. • Experience of working in a target driven environment. • Experience of dealing with customer related queries and feedback. 	<ul style="list-style-type: none"> • Sales systems operation •
Skills and Knowledge	<ul style="list-style-type: none"> • An understanding and commitment to excellent customer service • Excellent communication skills, and ability to communicate with people at all levels both verbally and written. • Ability to inspire, motivate and encourage others • Fundamental knowledge of health and safety issues 	<ul style="list-style-type: none"> • An understanding of performance monitoring. • Good level of ICT literacy with knowledge of word processing, spreadsheet and database packages • An understanding of health inequalities and potential impact on health & wellbeing
Personal Qualities	<ul style="list-style-type: none"> • Excellent interpersonal and communication skills • Team Worker • An enthusiastic and positive attitude committed to excellent customer service 	<ul style="list-style-type: none"> • Ongoing commitment to continuing professional, management & personal development

	<ul style="list-style-type: none">• Will be required to work outside of normal office hours.• Able to use own initiative• Ability to travel	
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